

Job Description

Position Title: Dual Enrollment Program Manager Assistant

Job Family: Instructional Support

Job Level: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 06

Position Summary:

The Dual Enrollment Program Manager Assistant provides oversight and program management to multi-high school Dual Enrollment courses and High School programs by meeting the needs and schedules of the high school's student population. The Dual Enrollment Assistant Program Manager supervises and collaborates with administration and staff at assigned high school locations including but not limited to counselors, support staff, administration, student participants, parents, and Dual Enrollment faculty. The Dual Enrollment Assistant Program Manager provides services to students, DE faculty, high school administrators and the general Pima county community. The Dual Enrollment Assistant Program Manager Coordinates and manages Dual Enrollment program development, recruitment of student participants, and program evaluation.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Manages and maintains the operations of the Dual Enrollment program. Develops, plans, and implements goals and objectives for assigned functional area(s) in Dual Enrollment. Sets individual high school assignment goals and objectives.
2. Monitors program and operations for assigned functional area(s) to ensure consistency with campus student services goals, strategic plans, policies, and procedures.
3. Supervises DE and Recruitment services offered at each high school, including student intake, application processes, assessments, course offerings, Faculty Certification, course prerequisites, student registrations.
4. Prioritizes tasks, assigns, and schedules Dual Enrollment faculty, conducts site visits, and preliminary performance evaluations.
5. Performs administrative duties and staff assistance for Dual Enrollment and High School Programs and services.
6. Establishes and monitors consistency of operations with College and High School District policies and practices. Recommends and administers policies and procedures for service delivery; provides complex support to the Dual Enrollment Manager.
7. Implements and continuously monitors technical paperwork in functional area(s); ensuring compliance with applicable Federal and state laws and College rules and regulations.

8. Collects and analyzes a variety of data and statistics relating to the assigned functional area and summarizes findings, prepares reports, and makes recommendations.
9. Acts as the DE liaison for high schools, school districts, students, parents, and the surrounding community.
10. Provides direct service to students, as required, to meet eligibility requirements as a potential Dual Enrollment participant.
11. Performs all duties and responsibilities of academic advising to Dual E students. Provides students with academic support; including concerns, Dual Enrollment class placement, and orientation to the program to include Dual Enrollment handbook overview.
12. Researches and resolves more difficult and complex student complaints and issues.
13. Facilitates and monitors course scheduling, student enrollment progress, assessments, and student persistence.
14. Collaborates with multiple departments to advocate for and assurance of Dual Enrollment success.
15. Collaborates with College staff; to include Dual Enrollment Coordinators, to facilitate the transition of Dual Enrollment students to full time student status.
16. Manages, proctors, and facilitates Accuplacer testing for students to complete college course requirements. Monitors and oversees DE Faculty application process, certification, scheduling, and contracts.
17. Prepares drafts and estimates of instructional faculty contract costs for various high school districts.
18. Acts as a liaison between DE Faculty, Deans, and college divisions; to include preparation of documents to meet HLC approval for high school sites.
19. Evaluates, assesses and measures operations and processes of assigned area(s); recommends improvement, prepares reports and provides modifications to accommodate student needs at each individual high school and population.
20. Facilitates and attends High School events to provide Dual Enrollment information to students, parents, and the community to encourage interest, participation, involvement, and enrollment.
21. Prepares for and participates in/on a variety of College and community committees, workshops, meetings, training sessions, task forces, and conferences.
22. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of advising and counseling practices
2. Knowledge of principles and methods for promoting programs and services
3. Knowledge of project management principles
4. Skill in effective communication (both written and oral)
5. Skill in independent decision making
6. Skill in people leadership and supervision (manager and above)

7. Skill in positive, productive, and flexible customer service
8. Skill in problem solving
9. Skill in program development and process improvement
10. Skill in project management principles, processes, and techniques
11. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
12. Ability to develop and maintain effective and positive working relationships

Supervision:

- Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.
- **Institutional Leadership:** Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.
- **Information and Analytics:** Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in a closely related field of study required.
 - One (1) to Three (3) years of related experience required.
 - Three (3) to Five (5) years of related experience preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work hours
- On-call rotation duties
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License