

Job Description

Position Title: eLearning Quality Assistant Program Manager

Job Family: Instructional Support

Job Level: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 06

Position Summary:

The eLearning Quality Assistant Program Manager is responsible for overseeing and enhancing the quality review processes for all distance education initiatives. This role requires expertise in data analytics, process refinement, and a deep understanding of eLearning standards and compliance. The individual will work collaboratively with department heads to design and implement tailored review processes and will mentor and train staff to ensure high standards are met across all eLearning platforms.

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. Utilize analytical tools to review comprehensive course performance data, identify and document key trends, and patterns in course quality and effectiveness, and inform targeted professional development strategies.
2. Utilize data analysis tools to extract, manipulate, and analyze information from systems like D2L and Banner, creating comprehensive reports to assess instructor engagement and support continuous improvement in eLearning quality assurance.
3. Regularly evaluate and enhance eLearning programs to ensure they meet the Higher Learning Commission (HLC) accreditation standards and Quality Matters (QM) national benchmarks, incorporating feedback from instructors, students, and other stakeholders to inform ongoing development and process improvements.
4. Independently prepare and present concise, insightful reports on eLearning performance and quality to department heads, Deans, Directors, and other college leaders, driving strategic discussions and contributing to the continuous enhancement of distance education offerings.
5. Oversee the hiring process for new temporary staff each semester, ensuring a fit with organizational needs and the students' educational objectives. Conduct formal performance reviews for temporary staff, offering constructive feedback and career guidance.
6. Supervise and assign daily tasks to temporary staff, ensuring their responsibilities align with departmental objectives and student career development goals. Monitor the quality and accuracy of work performed by temporary staff, providing immediate guidance and feedback.

7. Extract data from PimaReports systematically to construct dynamic schedules for department heads using project management software.
8. Engage with department heads to tailor and execute eLearning quality review processes to meet specific departmental needs.
9. Identify and develop automations for eLearning quality review processes within project management software, propose enhancements directly to the Director, and continuously monitor, troubleshoot, and refine these automations to ensure they operate correctly and efficiently, upholding their integrity and effectiveness.
10. In collaboration with the director, continually refine eLearning processes and practices, ensuring they are in sync with the director's strategic vision and the evolving landscape of digital education.
11. Facilitate ongoing professional development for student workers and temporary staff, including resources and support for career progression activities such as mock interviews, resume building, and cover letter development, while regularly assessing and aligning their career objectives with professional growth opportunities.
12. Conduct research on eLearning best practices and develop recommendations for professional development initiatives, presenting to the Director for strategic alignment and executing approved plans to advance educational outcomes.
13. Collaborate with the Director to strategically update eLearning practices, ensuring they meet dynamic educational requirements and reflect the college's commitment to excellence, as guided by HLC and QM standards.
14. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of principles and methods for promoting programs and services
2. Knowledge of project management principles
3. Skill in effective communication (both written and oral)
4. Skill in independent decision making
5. Skill in people leadership and supervision (manager and above)
6. Skill in positive, productive, and flexible customer service
7. Skill in problem solving
8. Skill in program development and process improvement
9. Skill in project management principles, processes, and techniques
10. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
11. 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.
- **Governance, Institutional Policy, and Legislation:** Allows impact on the guidelines that determine how the College operates.
- **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.
- **Institutional Infrastructure:** Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.
- **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:

- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License