

Job Description

Position Title: Manager, Assessment

Job Group: Institutional Research

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

Position Summary:

The Manager of Assessment functions as a lead in the day-to-day operations of Curriculum Quality Improvement department. This position includes administering and supervising complex, multi-faceted, district operational programs that are comprehensive in nature, which are encompassed within program review, assessment, program sustainability/viability, and HLC related compliance and accreditation oversight, comprehensive supervision, analytical support; project management; system and technology support; research support; and evaluation of operations and processes.

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. Supervises employees in assessment, and associated functions, which includes: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; and making hiring, termination and disciplinary
2. Represents the college on all assessment, and associated functions, to internal and external stakeholders (HLC, CATYC, Articulation, ATF, AZ Transfer, and associated software vendors). Provides complex consultative services for program review, assessment, and accreditation requirements
3. Manages the planning, development, implementation and administration of complex programs and projects including, but not limited to, program review, assessment, program sustainability/viability, and HLC related compliance and accreditation. Develops action plans and evaluates program goals, plans, operational and funding needs
4. Develops strategies for generating revenue through use of viability metrics, analytics, and labor market data for continuous program and course improvement. Evaluates, integrates, implements, and manages software related solutions in lieu of time-intensive manual processes that generates long-term, strategic, profitable actions
5. Develops and maintains internal and external contracts; develops strategies and coordinates efforts to ensure program success and client satisfaction for elumen, DigArc, and AdAstra.
6. Analyzes program and course enrollment, and assessment data for viability/sustainability to provide communication and marketing guidance to administrators, board of governors, deans, marketing department, and external stakeholders
7. Oversees and manages the development and administration of instruction, professional development and training curriculums for faculty, staff, and administrators on elumen, AdAstra, assessment best-practices, evaluations of student learning outcomes data, and Program Review

8. Maintains, develops and ensures accurate Scribe programming language is coded into the student degree audit system that is utilized by administration, staff, faculty, and students and needed for Title IV disbursements and degree conferral
9. Functions as a database administrator for the elumen, AdAstra databases and as a co-administrator for Acalog, Curriculog, and MOP databases
10. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of business management and fiscal practices
3. Knowledge of internal and external customer service principles and practices
4. Knowledge of project management principles
5. Knowledge and application of organizational and time management principles
6. Skill in people leadership and supervision
7. Skill in team building
8. Skill in analyzing data and drawing conclusions
9. Skill in effective communication (both written and oral)
10. Skill in organization, coordination and management
11. Skill in public speaking
12. Skill in performing a variety of duties, often changing from one task to another of a different nature
13. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
14. Ability to apply effective and accurate data entry and typing skills
15. 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 and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

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.
- **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 Education, Mathematics, Computer Technology or a closely related field of study required.
 - Master's degree in related area preferred
 - Three (1) to Five (3) years of related with data analysis, project management, and budgeting
 - One (1) to Three (3) years of supervisory experience required
 - Five (3) to Eight (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 stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally 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
- Some evening and weekend work hours
- DMV Check/Current and Valid AZ Driver's License