

Job Description

Position Title: Program Manager, Business Incubator

Job Group: Workforce Development

Job Level Group: Professional - Senior

FLSA Status: Exempt

Salary Grade: 08

Position Summary:

The Business Incubator Program Manager is responsible for overseeing all aspects of the new Pima CC Business Incubator. The Program Manager will establish and lead the Business Incubator and related programs for diverse tenants, members, and other participants within the College and external community, including operations, program development & management, revenue generation, and other key functions. The Business Incubator Program Manager will support the development and growth of new and early-stage applied technology companies and support existing companies with their efforts to create new and optimized products. The Program Manager is a key member of the newly formed Innovation Team that is implementing the College's strategic initiative for cultivating a culture of Innovation.

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. Partners with key internal and external stakeholders to launch and grow the new Business Incubator and related programs, a key strategic initiative of Pima CC's Innovation Team and the College's evolving culture of Innovation.
2. Leads major business incubator initiatives across the college's various departments to provide applied technology resources, business counseling, entrepreneurial & innovation training, and other services to incubator members and tenants, including learners, faculty, staff, and community partners.
3. Builds and grows the business incubator team to establish and optimize the incubator's operating processes and best practices, including recruitment, operations, program management, revenue generation, lease, IP and other agreements/contracts, risk identification & mitigation strategies, safety processes, and financial management.
4. Collaborates with internal and external stakeholders to facilitate the completion of the physical and technology buildout of the incubator meeting rooms, maker spaces and offices, to meet/exceed member and tenant requirements. Requires gathering, defining, and honing these requirements.
5. Identifies and recruits new entrepreneurs, startup founders, and existing companies to participate in various startup and incubator programs to generate diversified revenue streams. Includes the creation and delivery of comprehensive marketing strategies to promote the incubator and its programs.
6. Identifies recruits, trains, and manages new mentors and subject matter experts who support the incubator members, tenants, and other participants.
7. Provides mentorship training and navigation services within a complex ecosystem of resources for tenants, members, and other participants to help them grow and succeed.

8. Analyzes, develops, and delivers customized events and workshops to educate and support tenants, members, and other participants.
9. Navigates complex relationships with industry leaders, national incubator experts, advisors and potential investors to connect participating members, tenants, and others with resources and opportunities.
10. Manages the business incubator's fee-based revenue-generation, financial operations, budget oversight, resource allocation, and key data analysis & reporting, including management of grants, sponsorships, fee-based events/programs, and leading fundraising activities.
11. Cultivates dynamic relationships with diverse stakeholders and partners on a local, state, national, and global basis, to support the business incubator and the Innovation Team's strategic initiative for the College.
12. Creates, tracks, evaluates and reports key success indicators regarding the performance and impact of the business incubator program and the success of its members and tenants, using best practices in data analytics and reporting tools.
13. Oversees records management, data tracking, and reporting of metrics with team members.
14. Works as a key team member with the Workforce Development Division
15. Develops, implements, and evaluates policies and procedures; interprets and applies College policies and procedures and State and Federal regulations, as required for business incubator operations.
16. Engages in strategic planning, measuring, and analyzing unit effectiveness, and oversee data-driven continuous quality improvement.
17. Coordinates and executes internal and external projects and activities.
18. Conducts research; compiles and analyzes results; prepares reports and recommendations.
19. Acts as a key member of the evolving Innovation team, actively contributing to the team's continuous improvement, organizational effectiveness, and strategies for successful outcomes.
20. Establishes, monitors, evaluates, and improves processes, procedures and/or standards, ensuring alignment with the College mission, values, goals, strategic objectives, initiatives, and local, state, and Federal laws and regulations.
21. Supports diversity, equity and inclusion practices and model leadership.
22. Serves as a representative for internal and external committees and task forces.
23. 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 accounting, budget and fiscal practices
4. Knowledge of principles and methods for promoting programs and services
5. Skill in budget/resource management
6. Skill in effective communication (both written and oral)

7. Skill in independent decision making
8. Skill in problem solving
9. Skill in organization, coordination and management
10. Skill in program development and process improvement
11. Ability to develop and maintain effective and positive working relationships
12. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results

Supervision:

- Guides work of others who perform essentially the same work. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews. Does not have responsibility for termination or making pay decisions.

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.
- 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.

Minimum Qualifications:

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

- Bachelor's degree in a related field of study required.
- Master's degree in in a closely related field of study preferred.
- Three (3) to five (5) years of related experience with professional-level program management experience
- Five (5) to eight (8) 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 a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of 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:

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