



Approved by the Board of Trustees on March 8, 2022; August 9, 2022  
FLSA: Exempt

## PROGRAM MANAGER

### **DEFINITION**

Under general direction, provides leadership and oversight for the implementation and administration of programs, including grants and/or other projects; manages, coordinates, and provides leadership for the successful operations of state and federal programs; coordinates program services; works as a liaison with college departments, local school districts, community leaders, and agencies/organizations which provide resources to students; ensures compliance with all federal and state program requirements; and performs related duties, as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned supervisory management personnel. Exercises direct supervision over professional, technical, administrative support staff, and student workers.

### **CLASS CHARACTERISTICS**

This classification is responsible for one or more programs related to ongoing District operations, initiatives, and services ensuring alignment with the attraction, retention, and academic success of students. Incumbents are responsible for designing, planning, implementing, evaluating, and modifying the program, including short- and long-term planning activities; preparing and implementing program budgets; supporting and analyzing programmatic practices and procedures; and developing and implementing recommendations for program operational or procedural improvements. Incumbents serve as a specialist, liaison, and advocate for the assigned program(s) requiring the use of initiative and resourcefulness, considerable independent judgment, and regular contact with program stakeholders.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, manages, and oversees the daily functions, operations, and activities of the assigned program(s) and/or other projects designed to contribute to student success, including but not limited to students who are disadvantaged in terms of language and social and economic hardships, or who have been/are in the foster care program.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the program; recommends within program policy, appropriate service levels and resources; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of the program budget; monitors program expenditures to ensure compliance with established laws and regulations, as well as funding agency requirements.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the assigned program, service delivery methods, and procedures; identifies opportunities for improvement and makes recommendations to management.

- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees on performance issues; recommends discipline to management.
- Develops and implements annual program recruitment and publicity plans; conducts evaluation studies and prepares annual and progress reports to federal or state control agencies, as well as District administrators and community school site partners.
- Establishes and maintains relationships with school district officials, community leaders, various organizations, and public agencies to encourage participation, stimulate interest, and coordinate campus projects with assigned programs and activities.
- Initiates, oversees, and directs the collection and reporting of student data to measure and evaluate student success, including retention and persistence rates, passing rates, high school graduation rates, academic achievement scores, and college entrance information; develops and maintains student tracking systemsto ensure compliance with program eligibility standards.
- Develops grant proposals that meet funding agency requirements and priorities, including writing the grant narrative and completing all required forms and documents; establishes and maintains contacts with funding agency personnel and potential grant partners.
- Works collaboratively to provide resources to meet student needs and remove barriers; develops and implements interventions for students struggling to succeed; assesses the need for other programs to bridge the gaps which impact students' ability to achieve academic success.
- Attends and participates in professional group meetings and various committees and advisory groups to provide input on program operations and student needs; stays abreast of new trends and innovations in the attraction, retention and success of students.
- Monitors changes in laws, regulations, and technology that may affect District or program operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports and business documents; advises, provides guidance, and prepares and delivers presentations on issues pertaining to program operations and goals.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operations and services of a diverse range of programs designed to assist students in academic success relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of program policies, goals, operational needs, and effectiveness.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of leadership.
- Budget principles and practices.
- Principles and practices of grant funding, including techniques and methods of researching grant opportunities.
- Planning and resource allocation principles.
- Counseling and guidance principles.
- Principles and practices of grant and/or contract administration.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Community resources available to meet student needs.
- Methods and techniques of developing business, administrative and technical reports, correspondence and presentations.

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.
- Techniques for effectively representing the District in contact with government agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for assigned programs.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Research, apply for, and manage grant funding/reporting.
- Effectively administer a variety of grant program(s) projects, events, and administrative activities.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Work with community groups to provide services to students.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, and make sound recommendations.
- Prepare administrative and technical reports and business correspondence.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax. (one on one, group, and/or presentations)
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

**Education:**

- Equivalent to a bachelor's degree from an accredited college or university with major course work in public administration, education, social services, or a closely related field.

**Experience:**

- Four (4) years of increasingly responsible professional experience in management of education support programs focused on retention and academic performance, of which two (2) years should be in programs or projects relevant to assigned areas of responsibility.

**Licenses and Certifications:**

- Possession of a valid California Driver's License, to be maintained throughout employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures; may need to drive to a variety of locations to conduct work.