



PROGRAM MANAGER, EMPLOYMENT SERVICES

Reports to: Associate Dean, Career Education

Dept: Career Studies & Services

Range: 31

FLSA: Exempt

EEO: Professional/Nonfaculty

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under general supervision, develop and execute a case management system to provide students with career readiness skills and employment preparation strategies. Prepare students to obtain and retain positions as interns, work experience students, student workers, and permanent employees. Collaborate with Career Education administrators and faculty to ensure that all program-related milestones and regional, district, and department goals are achieved.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. In collaboration with the Faculty Coordinator of Career Studies and Services and faculty, develop and execute a case management plan that identifies career preparation milestones and provides students with program-related services.
2. Identify the needs of students through student and faculty outreach; assess whether current services meet the needs of students; develop, offer, and market appropriate interventions and services.
3. Oversee implementation of technology tools to collect, monitor, record, and report program data; assess and report progress toward meeting milestones and goals; take appropriate action to ensure milestones and goals are met.
4. Develop and implement communication plan for sharing work-based learning and employment opportunities with faculty and students; determine process to refer students to the program.
5. Deliver work-based learning and employment information, such as classroom presentations, events, workshops, and/or referrals.
6. Collaborate with regional staff to address regional priorities; develop strategies to meet regional needs; identify and post work-based learning and employment opportunities.
7. Prepare and monitor program budget.

8. Manage the implementation of relevant grants; ensure compliance with all federal, state, and district requirements.
9. Manage the performance of Career Center staff; participate in selecting new unit staff; supervise and evaluate staff performance; provide training, coaching and mentoring for performance improvement; with management concurrence, implement the progressive discipline process to address performance deficiencies, in accordance with district human resources policies and labor contract agreements.

OTHER DUTIES:

1. Serve as liaison between the district and employers regarding administrative and operating requirements for the work-based learning and employment programs.
2. Represent the program at relevant statewide and regional meetings.
3. Participate on campus committees related to the achievement of career-related objectives, such as Guided Pathways, the Foundation's Business Roundtable, and individual career education advisory committees.
4. Develop presentations and present to a variety of campus, employer, and regional constituents regarding the SWP initiative and the role of Employment Services in achieving objectives.
5. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

1. Principles, practices, methods and techniques of program, administrative and organizational analysis, and planning and management as applicable to assigned area.
2. District organization, operations, policies and objectives.
3. Interpersonal and multicultural leadership skills using tact, patience and courtesy.
4. Principles, practices and methods of grant budget development and management, and grant tracking and monitoring.
5. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
6. Methods and practices of recordkeeping and report preparation.
7. Safety policies and safe work practices applicable to the work.

8. Applicable federal, state and local laws, rules and regulations [including OSHA rules and regulations if applicable].
9. Principles and practices of effective supervision.
10. District human resources policies and labor contract provisions.

ABILITY TO:

1. Plan, prioritize, assign work and manage all program assets in order to meet work plan objectives, schedules and timelines.
2. Analyze problems, evaluate alternatives and recommend or adopt effective courses of action.
3. Set priorities and exercise independent judgment within areas of responsibility.
4. Develop and monitor budgets in accordance with federal regulations.
5. Communicate effectively, both orally and in writing.
6. Analyze, organize and assemble data and prepare reports.
7. Operate a computer and standard business software.
8. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
9. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
10. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor's degree in a relevant field, and at least three years of progressively responsible experience related to student employment and career services; or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Student Employment Coordinator, Internship Coordinator, and Internship and Employment Technical Specialist.

CONTACTS:

District staff, students, faculty, community partners, parents and the general public.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily business office environment; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.