

Job Description

Position Title: Assistant Program Manager,
Medical Emergency Service Programs

Job Group: Instructional Support

Job Level Group: Professional - Intermediate

FLSA Status: Exempt

Position Summary:

The Assistant Program Manager of Medical Emergency Service Programs oversees complex instructional programming and partnerships supervising instructional staff and overseeing teaching and learning. Monitors, and supports successful learner outcomes. Provides operational oversight for labs, clinical and experiential learning. Develops and supports internal and external partnerships.

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 Instructional staff. Prioritizes tasks, assigns/schedules staff, and conducts performance evaluations. Oversees hiring, training, discipline, and termination processes.
2. Oversees delivery of instruction and assessment in designated program area.
3. Delivers instruction to students using a variety of methods; interacts with students in demonstrations; adjust teaching styles to meet the needs of a diverse student population.
4. Assists with planning and managing assigned educational programs and activities within Pima Community College to provide community members of Pima County with educational programs.
5. Supports students with concerns, class placement, and orientation to the program.
6. Develops, plans, implements, evaluates program objectives and goals of department and individual staff members.
7. Collaborates with other departments and external partners, serves as representative for internal and external committees and task forces.
8. Research best practices, develops, implements, and evaluates professional development and training programs.
9. Oversees student assessment testing and data tracking for contacting partners and student outcomes.
10. Performs all other duties and responsibilities as assigned or directed by the supervisor, relevant to this job classification.

Knowledge, Skills, and Abilities:

1. Knowledge and application of various instructional methodologies
2. Knowledge of advising and counseling practices
3. Knowledge of principles and methods for promoting programs and services
4. Knowledge of project management principles
5. Skill in effective communication (both written and oral)
6. Skill in independent decision making.
7. Skill in people leadership and supervision
8. Skill in positive, productive, and flexible customer service
9. Skill in problem solving.
10. Skill in program development and process improvement
11. Skill in project management principles, processes, and techniques
12. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results.
13. 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.

- Associated degree in related field required
- Bachelor's Degree in related field preferred
- Five years of current Advanced Life Support prehospital experience **and**
- Current NREMT and AZDHS Paramedic Certification, free of probationary or restrictive actions **and**
- Meet minimum PCC adjunct faculty qualification for area of instruction and
- Meet Lead instructor qualifications as required by regulatory and accrediting organizations

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 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:

- Evening or weekend work hours mandatory
- Working during college closures to support contract training.
- (Flexible time will be available when work occurs during college closures.)
- On-call rotation duties
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License
- Current/unrestricted relevant credentials as required by regulatory and accrediting organizations.