

# Job Description

Position Title: Manager, Instructional Program

Job Family: Academic Affairs

Job Type: Manager

FLSA Status: Exempt

Salary Grade: 07

## Position Summary:

The Instructional Program Manager performs a directs and coordinates on-going program development, service implementation, program evaluation, and service modifications to provide student services to program participants. Provide leadership to program support and teaching staff in functions and activities for program. Develops and maintains program budget, regulations, expenditures, and annual reporting.

## 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. Develops and administers a College program. Develops, implements, and evaluates strategic program objectives, policies, and procedures; interprets and applies policies and procedures. Conducts research, compiles and analyzes program results, and prepares reports and recommendations.
2. Evaluates program plan of service and effectiveness. Explores and develops strategies and processes to improve communication and delivery of services.
3. Coordinates with inter-college departments to interpret and address federal regulations, college policies, and program needs.
4. Supports instructional staff. Solves staff and program obstacles in order to fulfill program service needs. Provides department supervision. Prioritizes work, conducts performance evaluations, and ensures training for new hires.
5. Develops operational budget. Examines and approves program expenditures.
6. Reports program advancement to administration and reviews compliance to regulations.
7. Attends college meetings and conducts presentations for participants, parents, and community service sites.
8. Maintains and oversees professional development, training programs, and curriculum.
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

## Knowledge, Skills, and Abilities:

1. Knowledge of internal and external customer service principles and practices
2. Knowledge of principles and methods for promoting programs and services
3. Skill in budget/resource management

4. Skill in organization, coordination and management
5. Skill in people leadership and supervision
6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
7. Skill in positive, productive and flexible customer service
8. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

### **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.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

### **Minimum Qualifications:**

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

- Bachelor's degree in Higher Education, Administration, or a closely related field of study required.
- Three (3) to five (5) years of related experience with higher education administration.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- Master's degree in Higher Education, Administration, or a closely related field of study 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:

- Pre-employment Background Check Required
- Some evening or weekend work hours