

# Job Description

Position Title: Manager, Learning Center

Job Group: Instructional Support

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

## Position Summary:

The Manager, Learning Center provides leadership and strategic planning for multi-campus Learning Centers and Academic Support programs. Oversees student and faculty support operations. Ensures Learning Centers align with District vision, mission, and goals to support student success. Leads projects and initiatives assigned by administrative supervisor.

## 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 employees at home campus and across the district. Prioritizes and assigns work and conducts performance evaluations. Ensures staff are trained and makes hiring, termination, and disciplinary decisions.
2. Plans, implements, and administers campus Learning Centers and Faculty Services and Resource Center. Manages projects and services for the ASL (Additional Support for Learning) Lab and Computer Commons at other campuses. Develops action plans and evaluates program goals, plans, operations, and funding.
3. Establishes, monitors, evaluates, and improves processes, procedures, and standards. Ensures alignment with College mission, values, goals, objectives, and initiatives. Develops, implements, and administers organizational goals and objectives.
4. Supervises data collection and preparation for a variety of complex reports, statements, and communications impacting employees, students, and faculty. Provides analyses and makes recommendations.
5. Responds to questions from other College departments, administration, and external institutions regarding complex issues or policies impacting Learning Center operations.
6. Develops, administers, and monitors budgets; implements and allocates resources following budget approval; and, approves expenditures.
7. Oversees the Campus Resource Center including the Faculty Services and Resource Center operations.
8. Completes roll out and implementation of the AccuSQL database program for College departments.
9. 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 laboratory techniques
4. Knowledge and application of various instructional methodologies
5. Skill in analyzing data and drawing conclusions
6. Skill in budget/resource management
7. Skill in effective communication (both written and oral)
8. Skill in independent decision making
9. Skill in people leadership and supervision
10. Skill in organization, coordination, and management
11. Skill in program development and process improvement
12. Skill in project management principles, processes, and techniques
13. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
14. 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.

- Bachelor's degree in Education, Informational Technology, or a closely related field of study required.
- Master's degree in Educational Leadership, Instructional Technology or a closely related field of study preferred.
- Three (3) to five (5) years of related experience with management, including one year of supervisory experience.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- 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 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:

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