

Job Description

Position Title: Manager, Santa Cruz County Operations

Job Family: Academic Affairs

Job Type: Professional - Senior

FLSA Status: Exempt

Salary Grade: 08

Position Summary:

The Santa Cruz County Operations Manager manages PCC programs and operations for the area of Santa Cruz County including the Center on Grande Avenue which serves over 300 students offering 65-70 classes each semester and also credit offerings throughout the county. The Santa Cruz County Operations Manager is responsible for ongoing program development, service implementation, program evaluation, and service modification to provide student services to Santa Cruz County residents. The Santa Cruz County Operations Manager position provides supervision, manages a program budget, and ensures alignment to the College Strategic Plan.

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. Develop and administer College programs including interpreting, evaluating, and applying policies and procedures. Conducts research, complies and analyzes program results, and prepares reports and recommendations.
2. Prioritize and assign work; conduct performance evaluations; ensure staff are trained; and, make hiring, termination, and disciplinary recommendations.
3. Develop, administer and monitor the program budgets; implement and allocate resources following budget approval; approve expenditures.
4. Develop, plan, implement and administer program goals and objectives
5. Collaborate with deans, department chair and lead faculty to build schedules of classes that meet the academic needs of Santa Cruz County.
6. Provide onsite support and assistance to faculty, adjunct faculty and instructional faculty.
7. Attend meetings and conduct presentations for participants, parents and community service sites.
8. Work with the Santa Cruz County Provisional Community College District to ensure contract provisions with the College are appropriately followed.
9. Create a culture of collaboration utilizing data-informed decision making leading to increase student enrollment, retention, completion and equity.
10. Represent College operations to external stakeholders concerning potential educational opportunities in Santa Cruz County, in collaboration with appropriate college departments.
11. Utilizes technology to improve effectiveness and efficiency of College operations.

12. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of business management and fiscal practices
2. Knowledge of principles and methods for promoting programs and services
3. Skill in budget/resource management
4. Skill in effective communication (both written and oral)
5. Skill in organization, coordination and management
6. Skill in program development and process improvement
7. 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.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.
- **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 a related field of study required.
 - Master's degree in in a closely related field of study preferred.
 - Three (3) to five (5) years of related experience with professional-level program management experience
 - Five (5) to eight (8) years of related experience preferred.
 - Ability to communicate effectively in Spanish 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 an 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:

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