

# Job Description

Position Title: Manager, SNAP CAN

Job Group: Workforce Development

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

## Position Summary:

The Supplemental Nutrition Assistance Program Career Advancement Network (SNAP CAN) Manager is responsible for leading the College's SNAP CAN program and initiatives, with guidance and direction from Workforce Development and Innovation (WDI) leadership. This position performs management level duties for the complex, multifaceted SNAP CAN program. The SNAP CAN Manager administers, supervises and manages the operational and contractual services for SNAP CAN implementation at PCC and for a consortium of community colleges in Arizona. The Manager is responsible for managing SNAP CAN contract projects, including developing and maintaining data systems and processes needed for ongoing reporting on student enrollment and outcomes, support services issued, and performance. This position works with a wide variety of internal and external partners, including administrators, staff, and representatives from external organizations.

## 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. Plans, develops, implements and administers complex programs and projects. Develops action plans and evaluates program goals, plans, operations, and funding needs. Leads and participates in program planning especially as it relates to data tracking and grant deliverables for program
2. Oversees the development and administration of student support systems and services, professional development and training, and community referral services and related partnerships.
3. Manages and tracks budget, expenses, processes and program services in alignment with all College, state and federal guidelines and regulations.
4. Creates and manages systems and processes for student enrollment, data tracking, student support service issuance, and achieving/reporting on grant metrics and deliverables, in close collaboration with management/admin, faculty, and staff.
5. Coordinates student support service application and award process for a variety of assistance services, maintaining fiscal grant records, and coordinating payment of student tuition, fees, books, tools, and other support services.
6. Develops and maintains internal and external contracts; develops strategies and coordinates efforts to ensure program success and client satisfaction. Develops strategies for generating revenue and external partnerships; manages implementation and evaluation.
7. Provides technical assistance to other community colleges and partners involved in consortium grants, to aid in the development of processes for tracking and reporting data and grant deliverables.

Coordinates with internal and external College and community partners to assess how grant programs and services offered meet the needs of partners and targeted populations.

8. Gathers, extracts, summarizes, compiles, and prepares data for required and ad hoc reporting, marketing, grant development, continuous improvement, and other purposes. Acquires data from primary or secondary data sources and creates and maintains databases/data systems. Determines data to be analyzed, explores relation of data to population and ensures data quality and validity of grant reporting.
9. Works closely with administration to prioritize business and information needs; makes recommendations for new and ongoing initiatives and grant needs.
10. Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and conducting employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and disciplinary recommendations.
11. Represents the College at a variety of internal and external events and activities. Provides complex consultative services for program area and legal requirements.
12. 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 and application of organizational and time management principles
3. Knowledge of administrative procedures and practices
4. Knowledge of business management and fiscal practices
5. Knowledge of accounting, budget and fiscal practices
6. Knowledge of internal and external customer service principles and practices
7. Knowledge of principles and methods for promoting programs and services
8. Skill in analyzing data and drawing conclusions
9. Skill in budget/resource management
10. Skill in people leadership and supervision
11. Skill in performing a variety of duties, often changing from one task to another of a different nature
12. Skill in positive, productive and flexible customer service
13. Skill in effective communication (both written and oral)
14. Skill in organization, coordination and management
15. Skill in program development and process improvement
16. Ability to develop and maintain effective and positive working relationships
17. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
18. Ability to work with independently as well as in a team environment

## 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.

- 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.

## Minimum Qualifications:

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

- Bachelor's degree in related field of study required.
- Master's degree in a closely related field of study preferred.
- Three (3) to five (5) years of related experience with project management or grant administration.
- 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 an 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:

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