

Job Description

Position Title: Program Manager, WBLS and Apprenticeship Compliance

Job Family: Workforce Development

Job Type: Professional - Senior

FLSA Status: Exempt

Salary Grade: 08

Position Summary:

The WBLS (Work-based Learning Systems) and Apprenticeship Compliance Program Manager collaborates with the Director to oversee systems and processes related to career services (online resources /work-based learning initiatives) and apprenticeship compliance (both registered and earn-and-learn models). The WBLS and Apprenticeship Compliance Program Manager oversees and the rollout of the MyCareerLink Enterprise system across the college and its daily maintenance. The WBLS and Apprenticeship Compliance Program Manager manages the career services email, ensure inquiries are responded to, and schedules follow-up meetings with employers.

The WBLS and Apprenticeship Compliance Program Manager supports the unit and employers by assisting with developing training plans (work process schedule) with employer input on training needs and competencies. The WBLS and Apprenticeship Compliance Program Manager ensures compliance with apprenticeship models (registered and earn and learn), apprentice activities, and performance documentation and ensure that procedures align with the Department of Labor, State Office of Apprenticeship, and Pima Community College.

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. Proactively communicates and follows up with prospective employer leads and inquiries through MyCareerLink.
2. Coordinates with the Contracts department to ensure that all employers involved in formal work-based learning with the College have an experiential education or apprenticeship agreement.
3. Monitors employer sites to ensure apprenticeship requirements are met and maintained while escalating concerns.
4. Handles all procedures for apprenticeship programs that are out of compliance and offer support, oversee corrective action, or manage the deregistration process. Facilitates apprenticeship and experiential learning agreements
5. Collaborates with the director and team to proactively communicate and follow up with prospective employer leads and inquiries about work-based learning and apprenticeship.
6. Manages online apprenticeship module along with the coordinator
7. Collaborates with the preparation and delivery of apprentice onboarding activities

8. Collaborates with the Director on developing a job shadow program, pre-apprenticeship program, and expansion of internships
9. Oversees records management for unit
10. Engages in strategic planning, learning, metrics/data reporting, and analyzing effectiveness
11. Supervises Development and Engagement Coordinators. Supervise employees including prioritizing and assigning work, conducting performance evaluations, ensuring staff is trained, making hiring, termination, and disciplinary decisions
12. Serves as representative on internal and external committees.
13. 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.
- **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.

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.
- 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