

Job Description

Position Title: Program Manager, Apprenticeship Development and Engagement

Job Family: Academic Affairs

Job Type: Professional - Senior

FLSA Status: Exempt

Salary Grade: 07

Position Summary:

The Apprenticeship and Development Engagement Program Manager is responsible for overseeing apprenticeship programming. The Apprenticeship and Development Engagement Program Manager manages and maintains the operations of the apprenticeship program (Registered and Earn and Learn). The Apprenticeship and Development Engagement Program Manager provides support services including the administrative operations of maintaining the pool of eligible apprentice candidates, as well as the intake, tracking, enrollment, registration, and retention of apprentices. The Apprenticeship and Development Engagement Program Manager will support employers by developing a structured training plan (work process schedule) based on needed competencies and in alignment with state and federal regulations

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. Manages and maintains the operations of the apprenticeship program (Registered and Earn and Learn).
2. Assists the Director in working with business and industry to develop the key elements of registered/earn and learn apprenticeship models and pre-apprenticeship programs and assists in the various stages of development
3. Provides student-focused career readiness assistance (resumes, interview support, job searching techniques, etc.) to support learners and community members in preparing for and applying to apprenticeships.
4. Conducts classroom presentations and college-wide presentations on apprenticeships.
5. Support employers by developing a structured training plan (work process schedule) based on needed competencies and in alignment with state and federal regulations.
6. Develops, plans, and implements work process schedule/training plans for apprenticeship models.
7. Leads recruitment of apprentices into the registered apprenticeship programs to support the programs of study.
8. Oversees the DOL RAPIDS database for apprenticeship programs with the WBL and Apprenticeship Compliance /Manager. Reviews and documents apprentice activities and performance and keep the RAPIDS database updated.
9. Utilizes experience with social media, marketing principles and maintains detail oriented work.

10. Promotes opportunities via websites, promotional materials, flyers, social media, and student affairs.
11. Collaborates with the preparation and delivery of apprentice onboarding activities.
12. Engages staff and faculty in apprenticeship initiatives, plan/implement related activities, and assist with pre-apprenticeship programs/ boot camps.
13. Coordinates communications between administration, faculty, staff, and students regarding Employer Engagement and Career Services partnerships, programs, and work-based learning opportunities.
14. Represents Employer Engagement and Career Services/Office of Apprenticeship department at college events as assigned.
15. Maintains knowledge of MyCareerLink and Big Interview, to include doing demos, assisting learners in preparation of interviewing for apprenticeships.
16. Develops and presents career workshops both in person and virtual to large groups of students and in 1:1 environment.
17. Reports, tracks, and monitors data on outcomes and documents each phase of the activities and prepares related reports and correspondence.
18. Maintains knowledge of and demonstrates experience working with diverse adult learners.
19. Monitors and responds to requests for information and the PCC apprenticeship emails.
20. Works collaboratively with Employer Engagement Team and grant staff to identify and secure job opportunities for program participants.
21. Collaborates with Director to establish a process for communicating projects updates in a timely and sufficient manner.
22. 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 related field of study required.
- Three (3) to five (5) years of related experience (Career Services, Advising, Education, Social Work, Recruiting and Talent Acquisition).
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- Master's degree in 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
- Current and Valid Arizona Driver's License