

Job Description

Position Title: Program Manager, College-wide Initiatives

Job Family: Institutional Research

Job Type: Professional - Senior

FLSA Status: Exempt

Salary Grade: 07

Position Summary:

The College-wide Initiatives Program Manager performs a wide variety of complex and confidential professional-level activities in support of college-wide executive-level strategies. Plans, researches, and coordinates all aspects of communications related to Strategic Cabinet, the Executive Leadership Team, Chancellor's Goals and Strategic Plan. Supports college-wide priorities, internal and external, that are of local and/or of national significance to the College. Assists in identifying, addressing, resolving College-wide operational and strategic level issues. Performs other duties in support of the college-wide initiatives as required.

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. Serves as point of contact, oversees and directs daily operations, completes administrative duties and facilitates communication in support of the Executive Leadership Team and Strategic Cabinet.
2. Monitors and tracks the status of the Chancellor's Goals and Strategic Plan and ensures current information is available to senior leadership for distribution to the Governing Board and all stakeholders.
3. Manages workflows, determines deadlines, provides training and direction to executive leadership, administrators and director level employees related to the Chancellor's Goals. Communicates a wide variety of information and clarifies senior-level intent related to the Chancellor's Goals.
4. Lead the development of, and maintain, an archive of college-wide information related to timelines and processes that impact all employees to ensure clear communication.
5. Tracks and manages initiatives and/or projects as assigned. Analyzes tasks and projects requiring internal and external review, approvals, and signatures and ensures completion by deadline. Responds to internal and external inquiries both locally and nationally.
6. Documents processes, initiatives, and projects in the Office of Strategic, Analytics and Research that support the preparation of and evidence gathering for the assurance argument.
7. Researches, develops and creates complex and confidential reports, presentations, talking points, and speeches on a variety of topics including higher education, national events, workforce development, student affairs, college initiatives, and continuous program improvement.
8. Researching, collecting, interpreting, and analyzing data, troubleshooting, fact-finding and/or investigating areas of special interest to support college-wide comprehensive planning at the College and providing evidence-based recommendations for review and/or action.

9. Plans, coordinates, facilitates, and supports strategic level senior executive leadership meetings, professional development sessions, and events.
10. Plans, coordinates, and participates in the comprehensive planning process.
11. Participates in professional development in order to maintain and acquire knowledge of organizational policies and procedures.
12. Coordinates and/or facilitates special events and activities of national and local significance in support of the Executive Leadership Team, Strategic Plan, Chancellor's Goals, objectives, and student success. Organizes, coordinates, and leads teams or committees in support of college-wide priorities.
13. Attends, supports and presents at meetings, committees, task forces, and work groups, local and at the national level, in support of the Strategic Plan and college-wide priorities.
14. Researches and evaluates complex and highly sensitive issues in support of the Executive Leadership Team lead.
15. Assists in the administration of external surveys being conducted in support of the College's Strategic Plan to include the development of college-wide communication plans, scheduling administration, coordinating with stakeholders and liaising with the external research organization.
16. Establishes, monitors, evaluates, and improves processes, procedures and/or standards, ensuring alignment with the College mission, values, goals, objectives, initiatives, and local, state, and Federal laws and regulations.
17. Performs all other duties and responsibilities as assigned.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of administrative procedures and practices
3. Knowledge of internal and external customer service principles and practices
4. Knowledge and application of organizational and time management principles
5. Knowledge of business management and fiscal practices
6. Knowledge of project management principles
7. Skill in effective communication (both written and oral)
8. Skill in analyzing data and drawing conclusions
9. Skill in independent decision making
10. Skill in organization, coordination and management
11. Skill in budget/resource management
12. Skill in people leadership and supervision
13. Skill in positive, productive and flexible customer service
14. Skill in problem solving
15. Skill in project management principles, processes, and techniques
16. Skill in performing a variety of duties, often changing from one task to another of a different nature

17. Ability to adapt and maintain professional composure in emergent and crisis situations
18. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
19. Ability to apply effective and accurate data entry and typing skills
20. Ability to develop and maintain effective and positive working relationships
21. Ability to operate relevant equipment required to complete assigned responsibilities for the position

Supervision:

- Guides work of others who perform essentially the same work. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews. Does not have responsibility for termination or making pay decisions.

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.
- **Governance, Institutional Policy, and Legislation:** Allows impact on the guidelines that determine how the College operates.
- **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.
- **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.
- **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 required

- Master's degree preferred
- Three (3) to five (5) years of related experience
- Five (5) to eight (8) years progressively responsible professional experience in a high-paced executive office 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:

- DMV Check/Current and Valid AZ Driver's License
- Pre-employment Background Check Required