PROGRAM MANAGER, ACADEMIC SUCCESS & EQUITY PROGRAMS

Reports to:	Chief Inclusion, Diversity, Equity & Accessibility Officer		
Dept:	Academic Success and Equity Programs	**Range:**	31
FLSA:	Exempt	**EEO:**	Professional/Nonfaculty

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under general supervision, coordinate and organize daily operations of Academic Success and Equity (ASE) programs in the Student Equity Department; oversee staff; determine program needs, formulate action plans and work with faculty and staff to provide Student Equity activities and services; assist in developing and monitoring the department budget; and perform related duties as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

2. Plan, assign, schedule, supervise and evaluate the work of assigned department staff; with staff, develop, implement and monitor operational plans to achieve department objectives; manage program budget; make purchases and other expenditures in accordance with district procedures and monitor performance against the annual budget; develop, implement and evaluate plans, processes and procedures to achieve established goals and objectives in accordance with department standards; prepare and maintain a variety of records and reports.

3. Interview and participate in selecting new department staff; supervise and evaluate staff performance; establish performance requirements and personal development targets; regularly monitor performance and provide training, coaching and mentoring for perform-ance improvement, in accordance with district human resources policies and labor contract agreements.

4. Provide day-to-day leadership and work with staff to ensure a high-performance, service-oriented work environment that supports achieving district and division mission, objectives and service standards; enforce the maintenance of safe working conditions and ensure safe work practices are followed by staff; provide leadership to ensure a fair and open work environment in accordance with the district's mission, goals and values.

5. Provide leadership in coordinating equity strategies for the district through collaboration with faculty and staff to support incoming and current ASE students; represent the ASE programs and the Student Equity department on various committees and at relevant meetings; support implementation of student success strategies and initiatives.

6. With the Outreach Program Supervisor and ASE faculty and staff, plan, organize and implement a variety of outreach activities and programs to recruit and retain students in ASE programs; coordinate and organize activities to promote services to disproportionately impacted students; compose and coordinate publication of departmental brochures, newsletters and other informational material related to ASE programs; evaluate the effectiveness of outreach efforts.

7. With ASE and Student Equity staff and faculty, develop and implement onboarding and retention-related programming; ensure the accurate and timely dissemination and interpretation of information concerning ASE initiatives to staff, faculty, students and the general public through presentations and workshops.

8. With student and academic support departments and Academic and Career Pathways efforts, collaborate and implement on-going student support services within ASE programs; proactively coordinate education planning and registration sessions; support enrollment efforts for ASE courses.

9. Maintain program-tracking databases; collect and provide data to Research department for program evaluation, measurement and verification; compile and analyze statistical records for reports; work with other coordinators for grant-funded programs to ensure effective service to students; prepare reports for the Chancellor's Office.

OTHER DUTIES:

1. Represent ASE programs and the Student Equity department on various committees and at relevant meetings.

2. Attend state and local conferences and workshops related to ASE programs.

3. Maintain and update a variety of department and program-related websites and social media accounts.

4. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. Requirements, guidelines, rules and objectives applicable to the Student Equity and Achievement Program and general college programs and services.

2. Policy and procedure development.

3. General grant administration practices and procedures including budget preparation and control and purchasing requirements.

4. Principles, methods and practices applicable to the design and implementation of public relations, community outreach and marketing programs.

5. Applicable sections of the state education code and other applicable laws.

6. Modern office practices, procedures and equipment.

7. Standard business software and district computer applications used in the work.

8. Math and statistical computations.

9. Applicable federal, state and local laws, rules and regulations [including OSHA rules and regulations if applicable].

10. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.

11. District practices and procedures for budgeting, purchasing and maintaining public records.

12. Principles and practices of effective supervision.

13. District human resources policies and labor contract provisions.

ABILITY TO:

1. Plan, supervise, assign, review and evaluate the work of support staff engaged in operations of ASE programs.

2. Implement and assist in the development and cross-department coordination of all ASE Program initiatives.

3. Plan, organize and implement programs and activities in one or more Student Services and Instructional areas.

4. Represent the district effectively in public settings and one-on-one with school administrators, potential students and the public on a variety of complex issues.

5. Coordinate, supervise and use automated systems to maintain records, collect data and generate reports.

6. Coordinate, develop and implement services and outreach activities to recruit, retain and assist students, particularly at-risk students.

7. Assist in program-related research and evaluation.

8. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.

9. Organize, set priorities and exercise sound, independent judgment within areas of responsibility.

10. Communicate effectively, both orally and in writing.

11. Understand, interpret, explain and apply applicable laws, codes and regulations.

12. Present proposals and recommendations clearly, logically and persuasively.

13. Operate a computer and standard business software.

14. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.

15. Represent the district effectively in public settings and one-on-one with students, community groups, other colleges and the public on a variety of complex issues.

16. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.

17. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor's degree in a relevant field, and at least three years of progressively responsible experience related to student services; or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Student Services Coordinator, Student Services Specialists, administrative support staff, student/temporary workers and contractors/consultants.

CONTACTS:

District administrators, faculty, staff, students, parent, college and community organizations, and the general public.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily business office environment; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.