

## **MANAGER, NONCREDIT WORKFORCE**

### **DEFINITION**

Under administrative direction, plans, organizes, controls, oversees, reviews, and implements difficult and complex professional work related to regional noncredit workforce initiatives, including partnership development, strategic planning, labor market and workforce research, and grants management. The incumbent will provide oversight, plan, oversee, and implement activities to ensure maximum efficiency and effectiveness of all regional noncredit Strong Workforce projects each year.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned managerial personnel. Exercises direct and general supervision over assigned staff and faculty.

### **CLASS CHARACTERISTICS**

This management classification plans, organizes, manages, provides direction and oversight, and participates in planning and developing noncredit regional workforce initiatives for the School of Continuing Education. The incumbent organizes and manages day-to-day activities and is responsible for providing professional-level support to the College in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of federal and state education policy, knowledge of College functions and activities, career education policies, regional adult education and Local Workforce Development plan, and the ability to develop, oversee, and implement projects, and programs in a variety of areas. This class is distinguished from the Associate Dean, School of Continuing Education in that the latter has overall responsibility for all functions of the School of Continuing Education and for developing, implementing, and interpreting public policy.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Plans, coordinates, and oversees the daily functions, operations, and activities of program; provides overall leadership to and oversees and manages all aspects of noncredit Strong Workforce regional Program (SWP) and local California Adult Education Program (CAEP) activities.
2. Facilitates and collaborates with regional partners on SWP and CAEP regional workforce initiatives.
3. Oversees and facilitates campus staff in the establishment of regional program collaborations in the area of career education.
4. Develops, analyzes, and identifies partnership opportunities for regional workforce development; establishes and maintains partnerships with regional clients and partners including regional adult schools, regional community colleges, economic and workforce development agencies, employers; seeks available grants and opportunities to leverage resources.

5. Manages program budget and recommends cost effective strategies, including exploring available grant funds for maintaining program services.
6. Participates in the development and implementation of marketing strategies to promote assigned programs, projects, and services; plans and coordinates assigned program workshops, presentations, information sessions, and events.
7. Participates in the development and implementation of goals and objectives.
8. Coordinates and participates in the development and implementation of program procedure; recommends and implements changes to federal, state, local, and College policy; analyzes and evaluates program compliance updating program as necessary.
9. Assists with the selection, training, motivation, and direction of department assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
10. Expands employer engagement and agreements for noncredit Career Technical Education (CTE) programs and students.
11. Promotes and maintains relationships with business, labor, industry, governmental agencies, and community partners as indicated in the Regional Adult Education Consortium Plan and SWP regional colleges; establishes and maintains program partnerships with outside agencies, industry partners, employers, and community organizations as well internal partnerships and departments across the College and community.
12. Coordinates communications and information between the College, community agencies, independent contractors, staff, faculty, counselors, administrators, businesses, and economic development and governmental agencies; conducts marketing and outreach activities.
13. Participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations related to adult education programs, projects, and services as they relate to the area of assignment.
14. Plans, implements, and promotes professional development and student support activities for adult education and community College stakeholders.
15. Researches and analyzes program data; prepares comprehensive technical records and reports; makes recommendations for program improvement and takes corrective action as necessary.
16. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
17. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
18. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
19. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.

20. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
21. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
22. Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Policies and practices relating to state and federal noncredit education and workforce development.
3. Administrative principles and practices, including goal setting, program development, implementation, evaluation, and project management.
4. Principles and practices of efficient and compliant grant administration.
5. Principles and practices of public agency budget development and administration and sound financial management policies and procedures.
6. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
7. Equity and anti-bias practices that target improving the outcomes of diverse, disproportionately impacted students, particularly adult education and noncredit students.
8. Demonstrated commitment to implementation of adult education, career education, and noncredit programs.
9. Operation of a computer, a variety of assistive devices, mobile devices, and assigned software.
10. Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned functions.
11. Principles and procedures of record-keeping and writing comprehensive narrative and statistical reports.
12. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
13. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic, and ethnic groups.

### **Skills & Abilities to:**

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.

3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Create and execute resources and programming towards the goal of being diverse, equitable, inclusive, and anti-racist academic and work environment.
5. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
6. Establish and maintain contacts and partnerships with potential and existing funding sources.
7. Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
8. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
9. Analyze, interpret, summarize, and present administrative and financial information and data in an effective manner.
10. Conduct complex projects, data analysis, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
11. Effectively represent the department and the College in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
12. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
13. Communicate effectively in person, over the telephone, and in writing.
14. Oversee large-scale projects, requiring management of multiple responsibilities.
15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in public administration, business administration, education, higher education, or similar fields; and
2. Three (3) full-time equivalent years administrative experience in education, adult education or noncredit programs, including two (2) full-time equivalent years of experience with direct management of state or federally funded programs/grants.

**Desirable Qualifications:**

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations

such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

**Licenses and Certifications:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

**ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023