

DIRECTOR, PROFESSIONAL & ORGANIZATIONAL DEVELOPMENT

DEFINITION

Under the administrative direction and oversight of the Vice President, Instruction, the Director, Professional & Organizational Development (POD) plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the professional development function for the College. Develops programs and delivers training and workshops, and manages various employee recognition programs for the College. Functions as a member of an integrated team of Instruction Managers and supports the academic mission and goals of the College through providing well qualified and engaged faculty, staff, and administrators. This position is an overtime-exempt supervisory classification.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President, Instruction. Exercises general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a Department Director classification that oversees, directs, and participates in all activities of the Office of Professional & Organizational Development, including short- and long-term planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Vice President, Instruction in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of education policy and College functions and activities and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering College goals and objectives within general policy guidelines. This class is distinguished from the Vice President, Instruction in that the latter has overall responsibility for all functions of the Instruction Division and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Plans and manages all Professional & Organizational Development programs, services, and activities.
- Develops, implements, and improves course offerings provided through the Office of Professional and Organizational Development (POD) on an ongoing basis.

- Identifies all professional development of the College and provide information and access to the campus community through POD.
- Monitors and tracks the number of course offerings, accessibility, utilization, and Return on Investment (ROI).
- Develops reports illustrating the accomplishments of the College's professional development offerings/programs.
- Assesses and addresses the training needs of the College in conjunction with the Planning for Institutional Effectiveness (PIE) process. Understands, explains, and utilizes the PIE process to ensure the relevance of professional development activities and independently and fully utilize grant funding and other sources of revenue.
- Conducts professional development needs assessments on a College-wide, departmental, and individual level.
- Develops and implements a common campus-wide evaluation tool for evaluating the effectiveness of developmental opportunities from both an employee needs assessment perspective and institutional perspective.
- Implements state-of-the-art information technology to present relevant and accessible course offerings and communications to the College community.
- Coordinates with campus committees, and in some cases lead committees charged with providing professional learning.
- Provides consultation and technical expertise to administrators, faculty, and staff regarding professional goals and achievement strategies.
- Supervises, coaches, develops, and evaluates assigned staff. Assigns, coordinates, and reviews work to assure the delivery of high quality services and programs in support of the College.
- Consults with managers across campus (examples include Human Resources, Emergency Preparedness, Risk Management) to provide training that maintains compliance with local, state and federal requirements as appropriate.
- Coordinates with multiple areas of the campus, such as the Office of Instruction, Human Resources, Information Technology, and College departments to deliver professional development offerings.
- Identifies and promotes all professional development activities on campus, and assesses and reports on the effectiveness of professional development and employee engagement activities and offerings.
- Assists College departments with developing effective communications strategies and venues. These include evaluating, continuously improving, and maintaining information on the professional development "POD" web site.
- Serves as a member or co-chair of the Professional Development Council, Faculty Professional Development Council, Classified Professional Development Council, Management Professional Development Council, and Valuing Opinions/Opportunities & Identifying and Communicating Employee Successes (VOICES).
- Oversees and participates in the development and maintenance of the professional development database.

- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of grant funding; researches emerging products and enhancements and their applicability to College needs.
- Collaborates with the Academic Senate to plan and execute Faculty Flex Days. Supports professional development needs of faculty as identified by the Faculty Professional Development Committee and the Faculty Professional Development Coordinator.
- Monitors changes in regulations and technology that may affect assigned functions and operations; implements policy and procedural changes after approval.
- Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and College policies. Attends College mandated DHR training and participates in DHR investigations as directed. Prevents discrimination and harassment and retaliation against individuals who bring these complaints forward through recognizing and reporting possible incidents to the Director of Equal Employment Opportunity Programs in Human Resources.
- Learns and applies emerging technologies, as necessary, to perform duties in an efficient, organized, and timely manner.
- Assists the Instruction management team on a variety of projects and perform related duties as necessary.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Basic principles and practices of public agency budget development and administration and sound financial management policies and procedures.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles, practices, theories, and methods of planning, organizing, and directing College professional development, operations, and activities.
- Current event management and professional development course offerings.
- General practices, procedures, and techniques involved in customer relations, marketing functions.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned functions.

- Principles and procedures of record-keeping and writing comprehensive narrative and statistical reports.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- 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.
- Information technology for developing, promoting, and delivering professional development opportunities.

Skills & Abilities to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Utilize information technology for developing, promoting, and delivering professional development opportunities.
- Partner with the College community in order to become aware of existing professional development and employee activities and to develop and deliver new offerings.
- Partner with Instruction and Human Resources in order to support college values and goals.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- 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.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.

- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a Master's degree from a regionally accredited college or university with coursework in Professional Development, Organizational Development, Educational Leadership, Human Resources, Personnel Management, Public Administration, Organizational Management, or related field and five (5) full-time equivalent years of increasingly responsible administrative and project management experience that involved providing training to employees directly and/or through electronic media.

Preferred Qualifications:

- Strong interpersonal and relationship management skills
- Ability to exhibit energy, enthusiasm, and positive outlook
- Advanced Microsoft Office (PowerPoint, Excel and Word) software skills

Licenses and Certifications:

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

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, 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

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in

interpreting and enforcing departmental policies and procedures.