

FCC Job Description

Program Manager, Licensure/Certification and Vocational Technical Programs	7/01/08, revised 7/01/10, 7/15/14
Salary Grade: 12	Eligible for Overtime: No (Exempt)

General Description of the Job

The Program Manager directs, develops and manages Licensure/Certification and Vocational Technical Programs for the Continuing Education & Workforce Development department as assigned. Reports to the Director of Workforce Training.

Essential Functions

The following are the functions essential to performing this job.

1. Identifies and develops an array of courses leading to initial licensure and the maintenance of existing licenses in professions governed by the Department of Labor, Licensing, and Regulation and other entities.
2. Identifies and develops an array of vocational/technical courses.
3. Coordinates and manages all aspects of course facilitation on an ongoing basis.
4. Recruits, interviews, hires, trains, and provides supervision and oversight to adjunct faculty to ensure excellent teaching and learning, student success, and adherence to college policies.
5. Ensures compliance with federal, State, and local regulations governing course content, recordkeeping requirements, reporting requirements, and student safety.
6. Develops and integrates competency-based measures of student success and align them with national skills standards in areas where such standards are known.
7. Prepares, analyzes and reports on program enrollment trends as well as financial and budget information and trends.
8. Manages the unit budget and individual course budgets.
9. Performs periodic program review and planning activities.
10. Manages course pricing, profitability of assigned area.
11. Advises students and respond to student inquiries in a timely manner.
12. Develops and maintains internal and external relationships to assist in program development, partnerships and the development on complementary programming.

Other Functions

Individuals in this job may be assigned one or more of the following tasks on a rotating or as-needed basis.

1. Oversees course descriptions, core learning outcomes, identify assessment tools.
2. In cooperation with the marketing department, develops and executes the program area's marketing plan.
3. Maintains professional skills and knowledge by participating in applicable professional development activities.
4. Serves as a representative of FCC on the (BOE) Career Technology Advisory Board.
5. Serves as FCC's representative to the statewide licensure and certification affinity group and other such groups as necessary.
6. Performs other duties as assigned.

Required Knowledge, Skills, and Abilities

The individual in this job must possess these skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent interpersonal/customer service skills.
2. Ability to work with minimal supervision.
3. Detail oriented
4. Strong supervisory skills
5. Ability to manage multiple priorities/tasks
6. Ability to identify programming needs and develop courses accordingly.
7. Basic negotiation skills
8. Ability to work effectively in a team environment.
9. Strong problem solving skills.
10. Proficiency in MS Office Suite, particularly Excel and Word..
11. Strong oral and written communication skills.
12. The ability to use varying styles, approaches, skills and techniques that reflect an understanding and acceptance of the role of culture in a diverse, multi-cultural workplace.

Qualification Standards

1. Education: Bachelor's degree or equivalent experience required. Masters degree preferred.
2. Successful experience: 5 or more years of related experience preferred. Community college experience preferred.
3. Other preferences: Knowledge of industry, federal, state or local requirements governing licensure or vocational certification preferred.

Performance Standards

The criteria for evaluation in this position include, but are not limited to, the following:

1. Demonstrated ability to develop and implement new programming in the specified area in response to community needs.
2. Demonstrated ability to coordinate existing courses in the specified area.
3. Demonstrated ability to comply with federal, State, and local regulations governing course offerings.
4. Demonstrated ability to effectively manage unit and course budgets.
5. Demonstrated ability to work effectively with internal and external partners.
6. Demonstrate effective supervisory skills.
7. Demonstrated accuracy and timeliness in developing course schedules and fulfilling both internal and external reporting requirements.
8. Adhere to college policies and procedures.
9. Meets established annual goals for net financial performance, FTE and enrollment.
10. Meets established annual goals for course development, run/cancellation rates, and other CE industry standards.

Note: The College reserves the right to change or reassign job duties, or combine positions at any time.