



Classification Title: Manager, Promise and College Access Programs

Department: Enrollment Services

FLSA Status: Exempt

Staff Category: Administrative Association (Classified Administrator)

Salary Range: 52

Supervision Received From: Senior Director, Enrollment Services

Original Date: August 2016

Supervision Given: Assigned classified, hourly, and volunteer staff in Enrollment Services

Last Revision: May 2021

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 within the job.

JOB SUMMARY.

Manages and provides leadership of daily operations, services, and staff of the Promise Program and related areas that include Access and School Relations (ASR), the District's Teaching and Learning Centers (TLC) at the San Marcos campus and the Escondido Center, the Dual Enrollment Program, and Placement Services. Responsible for the development, implementation, and evaluation of activities, goals, policies, and procedures of assigned areas of responsibility at the two centers; and, in collaboration with faculty coordinators, develops, implements, and evaluates the activities, goals, policies, and procedures for affiliated programs, including, but not limited to, First-Year Experience, Learning Communities, Summer Bridge, and Village Mentoring. Collaborates with the Manager, Outreach Services to develop, implement, and evaluate a comprehensive Palomar College Welcome Center that includes a comprehensive Outreach, Access, and On-Boarding program.

DISTINGUISHING CHARACTERISTICS.

The Manager, Promise and Access Programs is distinguished from the District's other managerial classes in the Student Services division its responsibility for the management and leadership of the Promise Program, ASR, the TLC, Dual Enrollment, and Placement Services.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full management activities, subject to management concurrence and in accordance with applicable District policies, which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime as required; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Directs the daily operations of the units within Access and School Relations (ASR); develops applicable policies, procedures, processes, and protocols for identifying and resolving problems and service issues in a timely, effective manner; documents ASR program processes and office procedures; establishes and assures ASR staff compliance with customer service standards for serving students; schedules the use of ASR facilities and activities.
3. Develops, manages, coordinates, and promotes a wide variety of activities, workshops, and events for the ASR and its affiliated programs and services; develops marketing and outreach campaigns to increase student awareness of ASR services, programs and events; works with Creative Services staff to design effective collateral materials.
4. In conjunction with ASR staff, develops, implements, and evaluates short-term and long-term goals, objectives, policies,

and procedures for the ASR and affiliated programs in compliance with applicable federal, state, and District laws, codes, and regulations.

5. Collaborates with faculty coordinators to develop follow-up processes and interventions to increase student retention and success rates, including, but not limited to, mentoring, tutoring, and counseling programs; follow-up telephone campaigns; and registration assistance.
6. Collaborate with Outreach, Counseling, Student Services Grant Funded Programs, Instruction, Student Success, and other Student Support Programs in implementing a comprehensive Outreach, Access, and On-boarding program.
7. Participates in preparing, monitoring, and controlling ASR and affiliated program budgets; authorizes expenditures and assures adequate funding for purchases.
8. Prepares a variety of narrative, statistical, and analytical reports and studies; identifies, collects, and analyzes data for inclusion in reports.
9. Prepares and delivers oral presentations on topics related to ASR and its assigned programs to internal and external groups.
10. Serves as a liaison to students, faculty, staff, and community members; develops and maintains effective working relationships; collaborates with other District departments and external vendors to ensure effective operations and services of the ASR.
11. Participates in the development of student learning outcomes (SLOs), service area outcomes (SAOs), and program review and planning in accordance with established District guidelines and collaboration with ASR staff and faculty coordinators.
12. Determines scope of use, identifies appropriate data entry fields, and tests the First-Year Experience and Summer Bridge online application in PeopleSoft; interfaces with Information Services and other technical staff to develop the application and various queries and reports in PeopleSoft to produce statistical and other data as needed; coordinates the resolution of computer and/or software issues and problems with Information Services and other applicable staff.
13. Works collaboratively across the Instruction and Student Services divisions to share and implement best practices for student onboarding, retention, and equity initiatives used in the Promise Program.

Marginal Functions:

1. Participates in shared governance through service on planning and/or operations committees and task forces.
2. Performs related duties and responsibilities as required

QUALIFICATIONS.

Knowledge of:

1. Management principles and practices, including selection, training, evaluation, and discipline.
2. Programs, services, operations, and activities of academic support services.
3. Principles and practices of data collection, research, and report preparation.
4. Procedures, methods, and techniques of budget preparation and maintenance.
5. Pertinent federal, state and local codes, laws and regulations, including the California Education Code and applicable sections of Title 5 of the California Code of Regulations.
6. Modern office procedures, methods, and equipment including computers and applicable software programs relevant to assigned area of responsibility.
7. Effective public speaking and presentation techniques.
8. Principles and techniques of effective event planning.
9. Marketing and outreach principles and techniques, including design of collateral materials.

10. Public and community relations principles, including the use of tact, patience, and courtesy.
11. Principles of basic mathematics.
12. Proper English usage, spelling, grammar, and punctuation.

Skill In:

1. Selecting, supervising, training, delegating tasks to, and evaluating staff.
2. Interpreting, applying, and explaining complex rules, regulations, policies, and procedures, including information of a highly technical nature.
3. Applying pertinent federal, state and local codes, laws and regulations including the California Education Code, applicable sections of Title 5 of the California Code of Regulations.
4. Coordinating and overseeing the daily operations of a complex academic support program.
5. Compiling, organizing, analyzing, and interpreting complex data and information from a variety of sources.
6. Preparing clear and concise reports.
7. Budget development and maintenance.
8. Preparing marketing and outreach campaigns and developing associated materials.
9. Coordinating events and activities effectively with other individuals and organizations.
10. Operating modern office equipment, including computers and software programs applicable to assigned area of responsibility.
11. Communicating clearly and concisely, both orally and in writing.
12. Managing multiple responsibilities simultaneously.
13. Assessing difficult situations with accuracy and adopting effective courses of action.
14. Working independently with infrequent supervision.
15. Establishing and maintaining effective working relationships with those contacted in the course of work.
16. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in the coordination and oversight of academic support programs in higher education, including one year of supervisory experience.

Education/Training:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in business administration, public administration, education, behavioral sciences, or a related field.

Licenses/Certificates:

Possession of, or the ability to obtain, a valid, appropriate California driver's license by time of appointment.

Preferred Qualifications:

A master's degree from an accredited college or university.

WORKING CONDITIONS.

Environmental Conditions:

Office environment; exposure to computer screens, noise, and electrical energy; extensive contact with faculty, staff, students, and the public; interactions with hostile and/or frustrated individuals. This position requires occasional travel to District and other locations.

Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary for walking, standing and sitting for extended periods of time. Requires frequent travel to other District locations.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.