

JUNE 2018
FLSA: EXEMPT
SALARY GRADE: R
CBA DESIGNATION: CLASSIFIED MANAGEMENT

RIVERSIDE COMMUNITY COLLEGE DISTRICT

PROMISE PROGRAM MANAGER

BASIC FUNCTION:

Under the supervision of the area administrator, the Promise Program Manager is responsible for the daily operations of the College Promise Program; serves as project manager by facilitating the planning, coordinating, implementation and assessment of the College Promise. The manager coordinates program activities and timelines to ensure compliance with applicable federal and state laws, regulations, and District policies.

SUPERVISORY RESPONSIBILITY: Supervises assigned staff.

REPRESENTATIVE DUTIES:

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. Oversees the day-to-day activities and operations of the Promise Program; evaluates and monitors processes and procedures of the College Promise Program to ensure compliance with program regulations.
2. Collaborates with various college entities to establish policies and practices for the Promise Program, including but not restricted to, Student Financial Services, Admissions and Outreach, Enrollment management, Counseling, Assessment and Matriculation Services, and others.
3. Administers program budgets; monitors and controls expenditures; prepares required state, federal, and institutional fiscal and accounting reports.
4. Supervises, leads, directs, and evaluates assigned staff; provides and/or coordinates staff training.
5. Works with College staff to create and implement support systems and tracking systems for Promise Program students; monitors, compiles, and analyzes data; coordinates the reports for applicable agencies
6. Collaborates with Admissions and Outreach to conduct information, recruitment and orientation sessions off and on campus; participates in recruitment and outreach events.
7. Creates materials in support of the Promise Program: webpage, brochures, fliers, PowerPoints, email, etc.
8. Coordinates Promise Program committee planning meetings throughout the year; coordinates and participates in program planning activities with state, county, and other agencies; participates in the development of annual program plans, program requirements, and the establishment of appropriate guidelines and processes.
9. Works with staff and faculty to provide interventions and activities for Promise Program students; liaises with department chairs and divisional deans to ensure student's access to classes.

10. Serves as primary contact for Promise Program with community groups, agencies, and District personnel on program information and related problem solving; responds to and resolves problems involving Promise Program students
11. Provides administrative leadership for the Peer Mentoring Program.
12. Coordinates the Promise Appeals' Committee with other staff.
13. Performs other duties, related to the position, as assigned.

EDUCATION AND EXPERIENCE:

A Bachelor's degree, from an accredited institution, in education, counseling, or a related field and a minimum of three (3) years of responsible experience in outreach and recruitment, plus two (2) years of supervisory or lead experience; or an equivalent combination of training and experience. Promise Program experience preferred. Master's degree is preferred.

LICENSES/CERTIFICATIONS REQUIRED: N/A

KNOWLEDGE OF:

1. Promise Program design, objectives, implementation and assessment.
2. Strategies and methods in enrollment management, outreach, recruitment, and retention.
3. Student services available at a higher education institution.
4. Principles, practices, and procedures of financial record-keeping, budget preparation, administration, and reporting.
5. Principles of supervision, training, and performance evaluation.
6. Higher education and K-12 policies, procedures, and practices.
7. Advising practices and principles.
8. Principles of business letter writing and report preparation method.
9. College program offerings (degrees and certificates).

ABILITY TO:

1. Recommend and implement goals, objectives, policies, and procedures for providing student success and retention services.
2. Understand, interpret, and apply general and specific administrative and departmental policies, procedures, and applicable federal, state, local laws and regulations.
3. Understand the organization and operation of the District and outside agencies as necessary to assume assigned responsibilities.
4. Communicate effectively, orally and in writing;
5. Demonstrate awareness and work well with a very diverse student population and community;
6. Manage and motivate others;
7. Work collaboratively with others;
8. Lead an academic program;
9. Interact effectively with a variety of college constituents; students, faculty, administrators, and staff;
10. Remain current on ideas, research and practices pertaining to this area of responsibility; and
11. Plan and organize work to meet changing priorities and deadlines.
12. Be proactive and visionary in growing the program.

CONTACTS: College President, Vice Presidents, Deans, Directors, Chairs, Program Managers, co-workers, faculty and staff, non-academic departments, students, vendors, high school students and administration and community-based organizations.

PHYSICAL DEMANDS: Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds. Must be able to traverse the campus for meeting purposes. Will require occasional travel.

ENVIRONMENTAL ELEMENTS: Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

OTHER: Must have evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.