



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

PROGRAM MANAGER (PROMISE SCHOLARS PROGRAM)

A Classified Supervisory Position (Exempt Status)
Grade 189E – Salary Schedule 35

A. The Position

The Promise Scholars Program (PSP) supports SMCCCD’s Strategic Plan “Students First – Success, Equity, and Social Justice.” The program focuses on removing financial barriers that prevent students from being able to pursue their educational goals full-time. In addition to financial support, the program provides a set of student and academic support services designed to increase student success and persistence, leading to completion. Access to textbooks and instructional materials are also included as part of the program in recognition that it is more than the cost of enrollment that prevents students from accessing higher education.

Reporting to the Director of Pathways & Promise, the Promise Scholars Program Manager is responsible for the day-to-day operation of the PSP and performs a variety of administrative, technical and specialized duties in support of Promise Scholar students, including coordination, implementation, and evaluation of student support services related to enrollment, retention, and completion. The PSP Manager advises and assists PSP students, parents, and faculty in academic matters and student support. The employee supports the college’s Director of Pathways & Promise and appropriate staff from SMCCCD colleges, college administrators, faculty and staff to coordinate activities that support the PSP. The employee maintains effective partnerships and working relationships with other college programs, government agencies, educational institutions, community organizations, business representatives, and partner organizations/individuals. Public contact is extensive with area high schools and community organizations. The PSP Manager must demonstrate cultural awareness and sensitivity to people from a wide variety of ethnic and cultural backgrounds, abilities, and other educational institutions. A high degree of independent judgment and creativity are required to plan and implement major workloads and to provide input into workflow and project planning and implementation. Consequences of errors in judgment could be costly in public relations, student, and employee time. The PSP Manager can lead the work of other clerical staff, volunteers and student assistants as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Provides day-to-day management of PSP staff in consultation with the Director of Pathways & Promise
2. Assists Director of Pathways & Promise with creation, implementation, and evaluation of program plans, including the development of goals and objectives

3. Collaborates with college staff, as well as appropriate staff from SMCCCD colleges to implement district-wide PSP initiatives, outreach and marketing efforts, and programming to support the retention and success of PSP students
4. Assists in the planning, budgeting, development and implementation of PSP, which may include retention and outreach programs, recruitment, initiatives, and on-campus PSP programs
5. Hires, trains, supervises, and evaluates classified support staff and student assistants
6. Assists with PSP outreach and recruitment at area high schools, community organizations, and events
7. Facilitates collaboration with Community Relations and Marketing, Admissions and Records, and Financial Aid Offices
8. Assists in the supervision of the collection and use of student data to evaluate and develop program, helping Director of Pathways & Promise ensure integrity with the CUNY ASAP replication
9. As related to PSP students, oversees advisement of faculty, staff and students involving the interpretation of a variety of pertinent and complex rules and regulations regarding maintaining financial eligibility, and helps convey this information to students, parents, and staff
10. As directed, serves as liaison to Dual Enrollment, Guided Pathways, and PSP to support students along sustainable pathways from high school to college and ensures completion for traditionally marginalized students
11. Researches, compiles data for, and prepares reports, surveys, and needs assessments to comply with local, state, and federal regulations and to determine appropriate program services for PSP students
12. Oversees the development and maintenance of the PSP student database and PSP website
13. Monitors PSP student enrollment and prepares appropriate enrollment reports
14. Oversees the development, coordination, and implementation of a variety of programs and activities for PSP students to increase student retention, success and engagement, including a student orientation handbook, club activities, and events
15. Collaborates with college faculty and staff to integrate PSP students into the college and community
16. Coordinates with Promise Scholars Counselors and staff to ensure appropriate programming and counseling services are available for Promise Scholars
17. Assists students in accessing other instructional and student support services (SparkPoint, EOPS, Financial Aid, Learning Communities, Learning Centers, etc.) that will facilitate PSP student success and completion
18. Serve as key emergency prevention, preparedness, and response personnel as assigned
19. Serve on college and district committees as directed
20. Perform other duties as assigned by the Director of Pathways & Promise and Vice President of Student Services

C. Minimum Qualifications

- Possession of a Bachelor's degree or above from an accredited institution OR the equivalent
- One year of administrative experience, formal training, or leadership experience in equity advancing work, planning, implementation, and evaluation, reasonably related to the administrative assignment
- Demonstrated cultural competence, 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
- A well-formed leadership philosophy, demonstrated listening skills, and experience as a successful leader who can meet desired outcomes
- Experience in directing, coordinating, and evaluating the work of others at various levels within an organization
- Ability to authentically connect and interact with students, classified professionals, faculty, and administrators to promote a “students first” and equity-focused mindset
- Experience with event planning, including planning, coordination, and management

- Experience with the use of a variety of computer software to maintain databases, compose and prepare correspondence, reports, presentations, and other written materials
- Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports
- Skill in program planning, implementation, and evaluation
- Demonstrated skills in written and oral communication, including public speaking and in giving clear and concise instructions
- Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
- Demonstrated experience in budget development and management

D. Physical/Other Requirements

This classification requires the ability to type, use phone, stand intermittently, walk, bend and stoop, occasionally lift, carry, push, pull or otherwise move objects weighing 35 pounds or less, work at a computer, including viewing a monitor for various lengths of time, repetitive use of keyboard, mouse, or other control device, dexterity of hands and fingers to operate keyboard and mouse, ability to communicate and provide information to others and ability to operate a motor vehicle in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Demonstrated experience working with high school and/or college students, including working in pathway and support programs
2. Ability to function as an equity minded leader in the administration of a wide variety of programs at a comprehensive community college to support hyper-marginalized students
3. Ability to effectively present information and respond to questions from students, faculty, staff, and the public
4. Skill in respectful, tactful, and inclusive interaction with people who are of diverse backgrounds and experiences
5. Skill in working with students of diverse backgrounds to develop plans that meet their educational goals
6. Skill in providing support to students of diverse backgrounds as they transition from high school to college
7. Skill in strategic planning, program coordination and program evaluation
8. Skill in budget planning, implementation, evaluation and reporting
9. Skill in persuasive oral and written communication
10. Ability to work effectively as part of a customer service team and to foster a cooperative team approach
11. Skill in establishing and maintaining effective and efficient working relationships with college and district staff as well as community partners
12. Skill in using spreadsheets and a variety of computer software, including Microsoft Office Suite to create complex reports, correspondence, data analysis, presentations and file systems, access student records, manage a database, design and maintain a web site
13. Ability to exercise good judgment and discretion in handling sensitive or confidential information
14. Ability to work independently, multi-task, prioritize, follow through and meet deadlines
15. Ability to write reports, business correspondence, and procedure manuals
16. Ability to work some evening and weekend hours