



Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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### **PROGRAM MANAGER (INTENSIVE ENGLISH PROGRAM)**

A Classified Supervisory Position (Exempt Status)  
Grade 180E – Salary Schedule 35

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#### ***A. Who We Are***

The San Mateo County Community District is committed to achieving educational equity for all students. As outlined in the District’s Strategic Plan, “success, equity, and social justice for our students are longstanding goals.” The District’s [“Students First” Strategic Plan](#) is focused on “Student Success, Equity and Social Justice.” We provide students with a rich and dynamic learning experience that embraces differences — emphasizing collaboration and engaging students in and out of the classroom, encouraging them to realize their goals, and to become global citizens and socially responsible leaders. When you join our team at San Mateo County Community College District, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, classified staff, administration, students and community partners.

#### ***B. The College and the District***

The San Mateo County Community College District is home to Cañada College, College of San Mateo, and Skyline College. All three of our colleges are designated as Hispanic Serving Institutions enrolling approximately 33,000 students each academic year. San Mateo County Community College District has a diverse student population that is a reflection of the communities that it serves. Detailed information about the student population, including data related to student success, can be found on the [San Mateo County Community College District’s Educational Services & Planning](#) website.

#### ***C. Who We Want***

We value the ability to serve students from a broad range of cultural heritages, socioeconomic backgrounds, genders, abilities and orientations. Therefore, we prioritize applicants who demonstrate they understand the benefits diversity brings to a professional educational community. The successful candidate will be an equity-minded individual committed to collaborating with faculty, classified staff, administration, students and community partners who are also committed to closing equity gaps. The San Mateo County Community College District seeks employees who value mentorship and working in a collegial, collaborative environment, guided by a commitment to helping all students achieve their educational goals.

***D. The Position***

Under general direction of the Community, Continuing & Corporate Education (CCCE) Executive Director, this position is responsible for management of the Silicon Valley Intensive English Program (SVIEP). This position is responsible for managing staff and instructors, interfacing with college and district staff and faculty, coordinating and collaborating with external partners, planning and implementing marketing and recruitment strategies, international travel as needed for recruitment and business development purposes, designing and managing customized programs, overseeing program revenues and expenses, and other duties as assigned by the CCCE Executive Director. This position may also represent the Executive Director in presentations, events, and meetings with businesses, organizations, community agencies and individuals. This position is responsible for providing operational support for year-round Community Education offerings; providing operational support for summer youth camps and related programs; and performing other duties as assigned.

Public contact is extensive, involving CCCE and SVIEP staff, college staff and faculty, District staff, members of the community, businesses, nonprofits, startups, and government agencies, external partners, and vendors. Consequences of errors in judgment could be costly in employee time, public relations and money. The SVIEP Program Manager supervises the work of paraprofessional, clerical and other staff, and student assistants as assigned.

***E. 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. Supervises program staff, instructors and student assistants
2. Travels domestically and internationally as needed for recruitment, business development, and program related activities
3. Works with CCCE Executive Director to plan, develop and administer the Intensive English Program to develop educational opportunities for both international and domestic students
4. Participates in strategic planning with management and other staff; makes recommendations for program modifications and implements them
5. Serves as liaison with academic departments and administrative divisions to make recommendations for program development, student services, and policies for students in the program; works closely with college staff on matriculation of students who complete SVIEP
6. Researches, compiles data for, formats, composes and prepares statistical, financial, demographic and other special and regular reports, grant applications, narratives, presentations, surveys, needs assessments, and other materials
7. Assists in supervising and evaluating ESL staff and faculty and manages daily program operations
8. Coordinates and develops the appropriate schedule of course offerings for all locations
9. Works with the college to determine and assign classroom and other spaces for the program
10. Trains and directs the work of staff, student assistants, and volunteers
11. Plans project budgets in conjunction with management and other staff
12. Monitors budget expenditures and revenues, transfers and reporting online
13. Makes recommendations for changes to budgets, staffing, facilities, supplies, and equipment
14. Uses a variety of computer software to design and prepare correspondence, reports, budget studies, track and review financial and other data, publicity materials and other written materials
15. Coordinates testing and student placements, including the entering of final placement of students and the scheduling of interviews and testing
16. Assists with the planning and implementation of short term international programs and onsite training for local industry

17. Coordinates the ordering of books for all course offerings, including examination copies, desk copies, and bookstore follow-up
18. Prepares and distributes information related to registration, housing, end of program procedures, and deadlines affecting program students
19. Maintains on-going communication with staff and program faculty members
20. Interviews new faculty and provides a program orientation for new and current faculty
21. Researches grant opportunities for the program and assists the Director with grant applications
22. Represents the District and the program on a regional, state, and international level at conferences and events involving ESL programs
23. Works occasional evenings or weekends for special events
24. Makes presentations to small and large groups as needed
25. Drives a motor vehicle to attend off-site meetings and workshops, and participates in other activities to present and obtain current information
26. Performs other related duties as assigned

#### ***F. Minimum Qualifications***

- A combination of education and experience equivalent to a Bachelor's degree from an accredited institution
- Successful work experience of increasing responsibility that has included program planning, assessment, implementation and evaluation, budget planning and reporting, research and data analysis
- Demonstrated skill in oral and written communication, including public speaking
- 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
- Skill in the use of a variety of software to create spreadsheets, reports, correspondence, and other written materials
- Skill in training and leading the work of others
- Experience with the organization and implementation of various complex office procedures and forms
- Possession of a valid California Driver's License (or the ability to obtain one) and the ability to drive a motor vehicle to off-site locations are also required

#### ***G. Physical/Other Requirements***

This classification requires sitting for various lengths of time; the ability to type, use phone, stand intermittently, walk, bend and stoop, occasionally lift, carry, push, pull or otherwise move objects of light to moderate weight, work at a computer, including viewing a monitor for prolonged lengths of time, repetitive use of keyboard and mouse, dexterity of hands and fingers to operate keyboard and mouse; and ability to operate a motor vehicle and drive to off campus locations in order to perform the essential functions.

#### ***H. Knowledge, Skills & Abilities***

1. Knowledge of the resources available to the specific population served by the project
2. Knowledge of the policies, procedures, regulations, and laws pertaining to the specific project or program services
3. Skill in respectful, sensitive communication with people who are diverse in their academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds
4. Skill in strategic planning, project coordination, and evaluation
5. Skill in oral communication, including public speaking and giving clear and concise instructions
6. Skill in written communication
7. Skill in training and leading the work of others
8. Skill in organizing data, setting up, tracking, and maintaining data in electronic and manual files
9. Ability to coordinate, anticipate, and resolve workload issues and problems

10. Ability to work effectively as part of customer service team

***I. Preferred***

- Possession of a Master's degree in TESOL or Applied Linguistics or a closely related field preferred

(4/2019)