



Job Description

POSITION TITLE:	Program Manager III, College Resource Specialist County Operated Schools and Programs	JD#6267
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SALARY PLACEMENT:	Management Salary Schedule Range 10
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SUMMARY OF POSITION:

Under the general direction of the County Operated Schools and Program Administration, the Program Manager III works with students enrolled in the program or department. Provide oversight of cohort operations and student outcomes to ensure alignment with instructional, college, and regulatory requirements. Independently monitors academic progress and program operations by analyzing performance and accountability data. Advise leadership on trends, compliance, and program effectiveness across California Community Colleges, California State Universities, and the San Joaquin County Office of Education. Develop targeted interventions to improve student retention, engagement, and overall achievement.

MINIMUM QUALIFICATIONS-EDUCATION, TRAINING, AND EXPERIENCE:

Possess a Bachelor's Degree and/or equivalent education, training, or experience that demonstrates expertise in working with educational organizations, and/or business and industry. Experience working with educational agencies, school districts, colleges, and the community.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Three years of experience working in youth development and community service, with at least two years in a school setting. Experience implementing complex post-secondary programs, workforce development programs, maintaining, and sustaining partnerships with outside agencies.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- assigned software
- rules and regulations regarding pertinent local, regional, and state organizations
- recruitment and enrollment methods and practices

Ability to:

- create and follow policies and procedures
- operate a computer
- be flexible based on program needs
- manage and interpret data to achieve maximum performance outcomes
- develop and maintain relationships with program partners
- work with individuals with diverse cultural and socio-economic backgrounds
- plan and conduct effective workshops and presentations to small and large groups
- understand and work with the diverse needs of the students within the assigned program
- demonstrate patience working with students who historically have not experienced academic success
- act as a positive role model for students in the assigned program

Possess:

- leadership skills in planning, setting agendas, and coordinating/conducting meetings/trainings
- a valid California driver's license; have an acceptable driving record pursuant to SJCOE policy; and proof of liability insurance coverage in the minimum amount required by SJCOE policy; and must be insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties.

DISTINGUISHING CHARACTERISTICS:

The Program Manager series represents advanced management positions and has three levels.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Work effectively with county office programs, community organizations, government agencies, parents, students, and/or staff.
2. Maintain confidentiality on issues concerning program and staff.
3. Supervise and evaluate staff.
4. Participate, coordinate, or conduct a variety of meetings, committees, trainings, workshops, and/or conferences in order to present materials and information concerning department programs, services, operations, and activities; represent the SJCOE at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
5. Maintain current knowledge and interpret applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes, and regulations.
6. Communicate effectively both orally and in writing.
7. Analyze situations accurately and adopt an effective course of action.
8. Establish and maintain cooperative and effective working relationships with others.
9. Work independently with little direction.
10. Meet schedules and timelines.
11. Prepare reports as needed for program.
12. Oversee and manage budgets.
13. Develop systems to improve program operations, coordination and collaboration among staff and partners.
14. Act as a positive role model for students.
15. Advocate for students.
16. Exhibit excellent listening skills.
17. Collaborate with partner institutions to improve student outcomes, program compliance, and instructional support.
18. Create and deliver promotional literature to assist with program recruitment.
19. Assist with referrals to appropriate people or agencies within the college and community.
20. Assist, plan, organize, and conduct workshops or other activities necessary for the success of students in the program.
21. Oversight of staff working directly with students enrolled and attending the college program.
22. Maintain adequate records and statistics related to the students who are served and seen.
23. Monitor student success while in the program.
24. Support students directly/indirectly through data analysis, accountability planning, and school improvement processes.
25. Work directly with Community Colleges and Universities connecting students to registration and enrollments.
26. Mentor and assist students, as needed.
27. Work closely with the program staff to create new procedures to help better meet the needs of the students.
28. Think critically and problem-solve a variety of issues.
29. Understand and apply the rules and regulations of the assigned program to best meet the needs of the students.
30. Sensitivity to and understanding of individuals from diverse academic, socio-economic, cultural, linguistic, and ethnic backgrounds, and disabilities.
31. All other duties as assigned.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit and stand for extended periods of time.
2. Enter data into a computer terminal, operate standard office equipment, and use the telephone.
3. Hear and understand speech at normal levels and on the telephone.
4. See and read the computer screen and printed matter with or without vision aids.
5. Speak so that others may understand at normal levels to small or large groups, and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift, and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in an educational and standard environment. Employees may come in direct contact with students, parents, SJCOE and school district staff, outside agency staff, and the public.

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