

<b>JOB TITLE:</b> Program Director	<b>Salary:</b> DOE	<b>DATE PREPARED:</b> 10/2/2018
<b>STATUS:</b> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt <input checked="" type="checkbox"/> Salaried <input type="checkbox"/> Hourly <input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Temporary		
<b>HOURS PER WEEK:</b> 40+		<b>LOCATION:</b> Tucson, Arizona

**REPORTING RELATIONSHIP:**

**REPORTS TO:** Executive Director

**SUPERVISES:** Program Team

**POSITION SUMMARY:**

The Program Director oversees the coordination and administration of all aspects of the Earn to Learn (ETL) program. This includes but is not limited to; planning, organizing, staffing and leading the program team. This position is charged with optimizing the current ETL student pipeline and programs based on available staff and budgetary resources. The Program Director will lead efforts to ensure student success beyond graduation through innovative workforce development strategies and strengthening program partner relationships including the state’s regional college access network. This program framework will serve as a lean and scalable model and must be properly tested and documented for easy replicability. The Program Director oversees the Program Manager as well as the Statewide Support Teams to provide strategic guidance that promotes the ETL vision, mission and values. The ideal candidate will be an excellent leader who has experience managing staff and projects to produce results in a timely manner.

**ESSENTIAL FUNCTIONS:**

**Program Management**

- Design and evaluate effective college community and transfer student recruitment plan
- Support Program Manager in managing three function teams – Outreach, Enrollment, Student Services–review monthly updates and reports
- Lead Statewide Support Team and work with Program Manager to identify support team priorities and tasks
- Evaluate and refine program-focused strategic planning in relation to resources available
- Administer and analyze multi-input feedback and student assessment data to identify program priorities, define evaluation metrics, and report on program progress
- Develop and test resource efficient program delivery models with emphasis on successful student recruitment, retention, and completion for ETL as well as for ETL internal programs
- Manage planning and delivery of regular ETL program including annual student-focused events
- Co-develop and manage workforce development programs with Workforce Development Coordinator
- Ensure all existing and new program offerings support the ETL strategic plan
- Collaboratively work with the Program Manager and Operations Manager to ensure consistency in programming and management across the organization
- Provide regular program data and descriptions to Development Team for fundraising and grant reporting purposes
- Work closely with the Project/Database Manager to ensure accuracy of program data and create consistent evaluation metrics

**Program Staff Management**

- Implement and execute highly strategic capacity building initiatives such as hiring and overseeing a team of 50 student ambassadors to further expand our programming and outreach functions
- Schedule and facilitate monthly Statewide Support Team meetings and regular individual check-ins
- Review monthly progress report and collaboratively set SMART goals
- Work toward continued autonomy in program delivery and budgeting



- Facilitate professional development for Program Team
- Develop and regularly update program training resources
- Manage performance management process and administer performance reviews for Program Team
- Provide staffing, wage and program recommendations to senior leadership

#### **Partner Management**

- Develop new Program partners to support ETL's goals for student success with FAFSA completion and aid disbursement and maintain relationships with current partners
- Manage and coordinate, with the Program Team, program activities with universities, public & private agencies, organizations and non-profits
- Seek out new and productive partners with the goal of leveraging existing community programs and support for higher education with ETL
- Facilitate engagement surveys; report on results; and develop and provide oversight to program strategies that flow from the survey results and priorities
- Manage stakeholder communication
- **Other duties and responsibilities as assigned**

#### **MINIMUM QUALIFICATIONS:** (Required unless stated as "preferred", "a plus" or "desired")

##### **Education/Formal Training/Certifications:**

- Bachelor's degree in related field (administration, social work, other social sciences) //Master's degree preferred

##### **Experience:**

- 3 years program management/leadership//5+ years preferred
- 3 years direct service experience with low to moderate income populations // 5+ years preferred
- 3 years college access student support//5+ years preferred
- 3 years access-based databases or other queryable database and program evaluation //5+ preferred
- Proven experience as a Program Manager or other managerial experience
- Thorough understanding of project/program management techniques and methods

##### **Knowledge, Skills, and Abilities:**

- Highly disciplined and organized with a strong attention to detail required to ensure successful operation of multi-faceted programs and projects
- Change management skills
- Experience with program evaluation and grant reporting
- Strong analytical thinking skills and comfort with working with data
- Principles and practices of effective supervision and program administration
- Exemplary time and task management skills with a capacity to accurately multi-task
- Pride in ensuring that objectives are accomplished in accordance with outlined priorities while preserving programmatic and objective integrity
- Excellent coordination, creation and delivery of training material and content designed to educate and develop skills, understanding, and protocol of staff, volunteers and other interested parties
- Established and maintained effective working relationships with Universities and community partners
- Ability to serve as an ambassador of ETL when interacting within the community to promote our services
- Sensitivity to the issues of multicultural and multigenerational individuals and their families
- Extremely strong communication skills (non-verbal, verbal, written & listening)
- Strong team-player. A team approach is core to ETL supervising, training and evaluating personnel
- Managing and inspiring a group of people with diverse skills sets to work effectively toward common goals as a team
- Ability to be consistent with supportive, collaborative and forward-thinking feedback to ensure project and organizational completion and success



- Fast learner with the ability to troubleshoot minor problems
- Highly proficient with Microsoft Excel
- Familiarity with a desire to increase competency with Outlook, collaborate chat and conferencing environments (Microsoft Teams), cloud-based document storage platforms (OneDrive/SharePoint)
- Comfort in a “virtual office” environment
- Flexible and willing to adapt to change

Other relevant experience may be considered as substitutes for above qualifications.

### **TRAVEL AND AVAILABILITY**

Statewide travel associated with team performance management, as well as, university and community partner meetings is required. The ETL program primarily serves low-income students and their working family members. It is essential that team members are sensitive to the schedules of our participants and are flexible in allocating their time. Weekly schedules may vary greatly and are dependent on program cycles. Evening and weekend work will be required occasionally. Travel to other locations statewide is also required but rare.

*This description is not intended to be an exhaustive list of all responsibilities and duties associated with the job. Earn to Learn may modify this job description as appropriate.*

