



COMMUNITY COLLEGE  
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

<b>TITLE</b>	Associate Director, Workforce Development
<b>POSITION NO.</b>	502463
<b>LOCATION</b>	Multiple Campuses
<b>REPORTS TO</b>	Director of Workforce Development Program Delivery or Designee
<b>GRADE</b>	PSA 13
<b>WORK SCHEDULE</b>	Non-Standard: 35 hours per week; some evening and weekend work may be required; holidays on occasion
<b>SUPERVISION</b>	Clerical and Support Staff; Instructors, Trainers, and Consultants
<b>LIMITATION (if applicable)</b>	6/30; Subject to renewal after annual review.
<b>REVISION DATE</b>	September 2024

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**JOB SUMMARY:**

To manage and facilitate all aspects of assigned workforce development programs developed between the College and business industries statewide including GWO Basic Safety Training. This position is responsible for providing extraordinary customer service to students, faculty, staff, partners and visitors and requires initiative to effectively communicate and collaborate with diverse groups at all levels across the college.

Promote the offerings of CCRI and direct the development of workforce initiatives with employer, industry and community partners. Assist with identifying funding opportunities; manage support services for workforce development students; and function as an active liaison between business, industry, community partners and academic departments.

Support and assist the Executive Director of Workforce Partnerships Operations and the Vice President of Workforce Development in growing program, partnership, and business development activities of CCRI's workforce development efforts, including: customized training in business and industry; developing regional workforce development programs; and professional/career training programs.

**DUTIES AND RESPONSIBILITIES:**

**Commitment to CCRI's Mission:**

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively in a diverse, inclusive and student-centered environment, and with students of various learning styles, cultures, identities, and life-experiences

**Program Management / Leadership:**

- Schedule and coordinate assigned programs and services, including vendors, instructors and/or staff necessary to fulfill program needs
- Manage instructors within assigned programs through recruitment, interviewing, selection, hiring, orientation, and evaluation to fulfill program needs to ensure that qualifications and suitability requirements are met
- Oversee the preparation of all program materials and program delivery logistics (room, books, materials, equipment, etc.)
- Ensure that activities are scheduled in a cost-effective manner while still adhering to the necessary academic outcomes
- Responsible for validating and approving time submissions by all of the same parties and direct reports and processing for payment reimbursement in an efficient and timely manner
- Oversee entry of student registration tracking and data input into CCRI and applicable third party systems as well as subsequent student achievement tracking
- Lead the development of any relevant program policies or procedures, including the GWO Management System, including related review and revisions
- Responsible for risk management documentation for programs administered as required
- Conduct feedback assessments and surveys of customer satisfaction; work with administration to facilitate improvements

- Set up training workshops for CCRI faculty who teach for assigned programs in order to familiarize them with work site issues and student learning styles
- Oversee the identification and recruitment of prospective students for all assigned programs; coordinate referral programs and support services available to employees/students
- Maintain current knowledge of state educational (K-16+), economic and workforce development needs, goals, initiatives in order to provide relevant programs and services in accordance with the mission, core values, and purposes of the college
- Stay current with changes in industry sectors particularly as it relates to workforce development and training needs
- Participate in writing grant proposals as needed

**Communication, Teamwork and Collaboration:**

- Understands the importance of and contributes to a positive work environment
- Exhibit a positive, supportive, and cooperative rapport with colleagues to achieve desired results
- Collaborate with partners including CCRI! faculty and staff and external stakeholders to identify funding to support workforce development programs including grants, contracts and partnerships
- Promote CCRI's workforce development and training programs at internal and external meetings/events as requested
- Maintain efficient and effective coordination and communication with all College staff and faculty resources to ensure the continued successful operation of assigned programs
- Represent and promote the college and division in a variety of leadership roles both on and off campus including serving on task forces, committees and participating in events within the College and community as needed
- Maintain objectivity and display good judgment in handling problematic situations by analyzing all relevant factors and evaluating alternatives; accept responsibility and take initiative to develop sound, practical solutions and carry out those solutions in a positive and timely manner

**Relationship Management:**

- Ensure highest possible level of quality and responsiveness, including internal/external communications, training, customer services, and all other applicable processes and functions
- Maintain proactive and productive relationships with all applicable external entities to ensure their maximum awareness of the role and services of the workforce development division. Such entities to include state/local government agencies, community-based organizations, educational institutions, and others as appropriate
- Support and assist the Executive Director of Workforce Operations and the Vice President of Workforce Development in the college's workforce development initiatives related to building and maintaining relationships with local employers, government, non- profit agencies, and economic development organizations, and forming training partnerships and programming to meet the respective needs of these key stakeholders
- Performs other duties as assigned

**LICENSES, TOOLS, AND EQUIPMENT:**

Proficiency in Microsoft personal computer products and college's administrative banner system. Various office equipment including MFD, telephone, and calculator.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**REQUIRED QUALIFICATIONS:**

- Bachelor's degree
- Computer spreadsheet, database and word processing experience
- Exceptional interpersonal and communication skills
- Excellent organizational skills with attention to detail
- Must be able to work independently and apply good decision-making skills
- Demonstrated ability to work collaboratively in a team-oriented environment
- Must be an energetic self-starter, comfortable working in a busy, diverse environment
- Incumbent must be a poised, professional and energetic with a positive and confident demeanor

**PREFERRED QUALIFICATIONS:**

- Experience working with representatives from business and industry
- Experience coordinating the delivery of workshops, seminars or training sessions to groups or individuals, preferably adult populations
- Knowledge of automated student information system
- Familiarity with CCRI and its programs

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.