



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Director of Workforce Development Program Delivery
POSITION NO.	502725
LOCATION	Providence Campus
REPORTS TO	Executive Director of Workforce Development
GRADE/CBA #	BOE 15
WORK SCHEDULE	Non-Standard: 35 hours per week; evening and weekend work sometimes required
SUPERVISION	Does this position supervise others
LIMITATION (if applicable)	
REVISION DATE	December 2018

JOB SUMMARY:

Responsible for managing, supervising, and administering the delivery of workforce development and other-assigned programs within the college. The Director will support the Executive Director of Workforce Development Operations with the operational activities of CCRI's efforts related to workforce/economic development, including: customized training for business and industry, nonprofit and government sectors; regional workforce development programs; professional/career training programs; and other-assigned training programs. This position is responsible for providing extraordinary customer service to students, faculty, staff, partners and visitors.

DUTIES AND RESPONSIBILITIES:

- Manage and direct workforce development and other-assigned programs, including supervising staff, developing and measuring key performance indicators (KPIs) for programs and staff, ensuring customer satisfaction and successful program performance.
- Assist with development of proposals; review, modify and negotiate contracts relative to fiscal program performance; design and implement procedures to align with contract obligations.
- Facilitate the hiring, training and development of vendors, instructors, and staff necessary to fulfill program needs of all assigned programs, and support quality program delivery.
- Schedule and coordinate assigned programs and services to fulfill program needs while ensuring activities are scheduled in a cost-effective manner while still adhering to the necessary programmatic outcomes.
- Manage the preparation of all program materials and program delivery logistics (room, books, materials, equipment, etc.).
- Assists in the identification and recruitment of prospective students for all assigned programs.
- Responsible for the delivery of curriculum content and instruction of workforce development and other-assigned programs, as well as the integration of other key components of the program such as work readiness and other student support services.
- Manage all assigned budgets and attention to revenue and expenditures.
- In collaboration with the Workforce Development Program Support team, conduct feedback assessments and surveys of customer satisfaction; work with Executive Director and staff to facilitate improvements.
- In collaboration with the Workforce Development Program Support team, compile data, analyze information, track students into college and careers, assist in writing grant proposals.
- In collaboration with the Workforce Development Student Support team, responsibility for the delivery of, and adherence to college placement requirements, financial aid, enrollment procedures for CCRI academic and workforce development programs.
- Ensure highest possible level of quality and responsiveness in all assigned programs, including internal/external communications, proposals, 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.
- Maintain efficient and effective coordination and communication with all College staff and faculty resources.
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively with others in a diverse and inclusive environment.

- Represent and promote the college and division by serving on task forces, committees and events within the College and community.
- Performs other duties as assigned.

LICENSES, TOOLS, AND EQUIPMENT:

All modern office equipment and software, including Microsoft Office, PowerPoint, Excel and Word.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's degree
- Demonstrated exceptional interpersonal and communication skills
- Strong writing skills with the ability to convey complex subject matter clearly and accurately
- Demonstrated experience working in a busy, diverse environment
- Must be poised, professional and energetic with a positive and confident demeanor
- Must display drive for innovation and problem-solving
- Ability to think creatively to leverage the college's resources in delivery of workforce training needs
- Computer spreadsheet, database and word processing experience required
- Ability to adapt to and learn changing technologies and functionality of new equipment and systems
- Ability to recruit, select, train, develop and coach instructors, coordinators and support staff
- Ability to build and sustain a high functioning and performing delivery team
- Ability to establish and maintain effective working relationships with those contacted in the course of work
- Ability to plan and organize work to meet schedules and changing deadlines
- Familiarity with CCRI and its programs required
- Must be an energetic self-starter, comfortable working in a busy, diverse environment

PREFERRED QUALIFICATIONS:

- Experience delivering successful workforce training programs or comparable initiatives
- Knowledge of automated student information system

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