



COMMUNITY COLLEGE  
OF RHODE ISLAND  
Office of Human Resources

**POSITION DESCRIPTION**

<b>POSITION:</b>	Executive Director of Workforce Development Operations
<b>REPORTS TO:</b>	Vice President Workforce Development
<b>LOCATION:</b>	All campuses (primarily Lincoln)
<b>GRADE:</b>	BOE 17
<b>WORK SCHEDULE:</b>	Full-time; 35 hours/week (may include evenings, holidays or weekends depending on deadline requirements; special events or emergency situations)
<b>SUPERVISES:</b>	Professional and administrative staff, consultants, lecturers, and student help; administrative supervision of instructors

*The Community College of Rhode Island is the state's only public comprehensive associate degree-granting institution. We provide affordable open access to higher education at locations throughout the state. Our primary mission is to offer recent high school graduates and returning adults the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs.*

*We meet the wide-ranging educational needs of our diverse student population, building on our rich tradition of excellence in teaching and our dedication to all students with the ability and motivation to succeed. We set high academic standards necessary for transfer and career success, champion diversity, respond to community needs, and contribute to our state's economic development and the region's workforce.*

**JOB SUMMARY:**

The Executive Director of Workforce Development Operations supports and assists the Vice President of Workforce Development and provides oversight for 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 adult education and transportation-related training programs.

The Executive Director of Workforce Development Operations is responsible for marketing, enrollment, budget, data management and analysis, and additional day-to-day operations in support of the division's programs. The Executive Director of Workforce Development Operations will work closely with the Vice President of Workforce Development and all divisional staff to achieve the goals of the division in accordance with the mission, core values and purposes of the college.

**DUTIES AND RESPONSIBILITIES:**

Assist the Vice President of Workforce Development in setting overall policies and priorities, including the formulation of both long-range and short-range planning, in order to meet the

college's workforce development goals.

Effectively and efficiently undertake projects assigned by the Vice President, and represent the Vice President and division on college-wide initiatives as designated.

Serve as adviser to the Vice President in fulfilling workforce training needs of local and regional business and industry, and ensure compliance with college, State, Federal, and other outside agency rules and regulations.

Support workforce development initiatives including the preparation of materials for, and presentation to, internal and external stakeholders of CCRI.

Build, manage and sustain a high functioning and performing team in a fast-paced and changing environment to deliver effective programs to program participants.

Supervise directors and program coordinators and work with them to develop and meet key performance indicators for their respective programs. Effectively communicate expectations to team members and stakeholders in a timely and clear fashion.

Facilitate communication and manage relationships with campus personnel located throughout the state. Ensure coordination and cooperation across different areas of the college to deliver unified and comprehensive workforce development programs.

Launch, operate, and continuously improve the workforce development programs at the community college to help businesses and industry meet their respective identified needs.

Serve as the enrollment manager for the division, responsible for, but not limited to, managing the enrollment process, and the collection and analysis of student and fiscal data.

Serve as division-wide liaison for: researching, testing, implementing, training staff, and overseeing systems to enhance and improve the efficiency of workforce development operations. This will include activities such as reporting from the Operational Data Store (ODS) utilizing Argos, website content management utilizing OmniUpdate, student registration utilizing Banner or comparable software programs, and utilizing labor market information and occupational data outlook collection tools.

Oversee the measurement and evaluation of workforce development programs with a dedication to the program outcomes of revenue generation, student completion and success.

Develop proposals, prepare and administer multiple budgets that include program operation and grant budgets, requirements documentation, status reports and presentations.

Manage special projects as assigned by the VP requiring research, data collection, analysis, implementation and reporting.

Demonstrate a commitment to the philosophy and mission of a comprehensive community college.

Work collaboratively with others in a diverse and inclusive environment.

Performs other duties as assigned.

**LICENSES, TOOLS AND EQUIPMENT:**

Ability to use personal computer and accompanying software. Must have access to and use of own transportation.

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

- Bachelor's degree required, Master's degree preferred.
- Minimum ten years' work experience in higher education developing and implementing workforce development solutions with a focus on operations.
- Excellent analytical, organizational, planning and problem-solving skills with ability to prioritize, drive and complete multiple projects under stringent deadlines, and respond to changing priorities.
- Ability to manage at all levels, coordinating with numerous departments within an organization, to implement education and training projects and/or initiatives.
- Experience managing program budgets and other quality assurance measures to ensure program effectiveness.
- Exceptional interpersonal and written communication skills are essential.
- Advanced proficiency in a variety of computer software applications, including MS Word, Excel and PowerPoint.
- Minimum five years' experience with student information systems, preferably Banner.
- Minimum five years' experience with reporting tools, preferably Argos.
- Minimum five years' experience with web content management systems, such as Omni Update, desktop publishing, such as InDesign.
- Familiarity with labor market information and tools utilized to research occupational data and outlook information.
- High personal and professional ethical standards.
- Ability to work a flexible schedule.

**CCRI is an Equal Opportunity / Affirmative Action Employer.**

CCRI recognizes that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment and to helping prepare our students for lifelong success. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Director of Institutional Equity & Title IX Coordinator, Elizabeth Canning, [ehcanning@ccri.edu](mailto:ehcanning@ccri.edu).

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here:

<http://ccri.edu/campuspolice/pdfs/ANNUAL-SECURITY-REPORT-FINAL.pdf>