



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION:	Director of Workforce Development Program Delivery
LOCATION:	All Campuses
REPORTS TO:	Executive Director of Workforce Development Operations
GRADE:	BOE Grade 15
WORK SCHEDULE:	35 hours per week, non-standard. Evening/weekend work sometimes required.
SUPERVISES:	Professional and administrative staff, consultants, lecturers, and student help; administrative supervision of instructors.

CCRI Mission:

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:

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:

Duties may include, but are not limited to:

- 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.

Knight Campus

- 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:

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.
- Experience delivering successful workforce training programs or comparable initiatives preferred.
- 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.
- Knowledge of automated student information system preferred.
- Familiarity with CCRI and its programs required.
- Must be an energetic self-starter, comfortable working in a busy, diverse environment.

This position is third-party funded until June 30th and subject for possible renewal

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, ecanning@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>