



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Director of Workforce Development Program Support
POSITION NO.	501644
LOCATION	Multiple
REPORTS TO	Executive Director of Workforce Development Operations
GRADE	BOE 15
WORK SCHEDULE	Non-Standard: 35 hours per week; may include evenings, holidays or weekends depending on deadline requirements; special events or emergencies.
SUPERVISION	Does this position supervise others
LIMITATION (if applicable)	Subject to renewal after annual review.
REVISION DATE	September 2024

JOB SUMMARY:

Under the direction of the Executive Director of Workforce Development Operations, the Director of Workforce Development Program Support is responsible for the research, communications and continuous improvement activities that support the Division of Workforce Partnerships.

Maintaining strong partnerships with internal and external partners, incumbent will demonstrate creativity and resourcefulness to identify and secure the necessary internal and external resources to ensure efficient and effective execution of all Workforce Development initiatives. This includes, but is not limited to: 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.

DUTIES AND RESPONSIBILITIES:

- Develop and oversee research, communication and continuous improvement activities that support divisional strategic goals in collaboration with senior leadership and stakeholders
- In collaboration with the Office of Marketing and Communications, develop divisional communications plan including content development, campaign and project management, list management, reporting and tracking
- Ensure that information and knowledge assets are identified and shared across the division to build capacity, support effective use of resources, increase information flow, and inform departments' programming efforts
- Keep up to date with developments in organizational change, knowledge management, and innovation by reading relevant journals, attending seminars/conferences and attending courses as needed
- Identify and evaluate innovative strategies and solutions, experimental designs and practices and successful implementations from a variety of settings (e.g., education, business and industry and not-for profit) to support divisional and college goals and help drive continuous improvement across the division
- Manage special projects as assigned by the Executive Director of Workforce Development Operations requiring research, data collection, analysis, implementation, and reporting
- Oversee the use of institutional and industry standard software systems to collect, compile, analyze, evaluate and disseminate data and information from a variety of sources to support the division
- Develop and assist with presentations, narrative and technical reports and summary findings for the division
- Oversee the evaluation, monitoring and reporting of student outcome data, program performance and quality assurance surveys
- Assist Workforce Development programs in developing and measuring key performance indicators (KPIs) and reporting progress
- Develop strategies to cultivate and grow relationships with past, current and potential workforce development students and partners, increasing retention, persistence and completion
- In collaboration with Workforce Development team, manage professional development activities for divisional staff
- Represent and promote the college and division by serving on task forces, committees and events
- Work collaboratively with others in a diverse and inclusive environment
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Performs other duties as assigned

LICENSES, TOOLS, AND EQUIPMENT:**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's degree
- Minimum of five years' progressively responsible experience in higher education, preferably in the area of workforce development
- Minimum of five years' experience with developing and implementing marketing and communication plans and material including content development, campaign and project management, marketing collateral, and list management
- Demonstrated in-depth and current knowledge of state education, economic and workforce development goals, initiatives, and resources
- Demonstrated ability to gather, compile, and analyze research data and present data in tabular, pictorial, and graphic form
- Excellent analytical, organizational, and planning skills with an ability to prioritize drive and complete multiple projects under stringent deadlines, and to respond to changing priorities
- Excellent problem solving, with an ability to take disparate sets of quantitative and qualitative data and drive to innovative solutions
- Excellent interpersonal, influencing, written and oral communication skills
- Demonstrated ability to build relationships with employees at all levels of the organization and in the community and perform in a broad range of environments including academic and business
- Proficiency in a variety of computer software applications, including MS Office suite, ERP and reporting systems (preferably Banner and Argos), desktop publishing, web design, CRM and analytics technologies is essential

PREFERRED QUALIFICATIONS:

- Knowledge and experience with ADA

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