
Job Title	Operations Manager, Workforce Development
PVN ID	LA-1902-002960
Category	Clerical/Office Services
Location	LAGUARDIA C. C.
Department	Division of Adult and Continuing Educati
Status	Full Time
Annual Salary	\$58,500.00
Hour(s) a Week	35
Closing Date	Sep 03, 2019 (Or Until Filled)

General Description

The Workforce Development Department prepares New Yorkers to begin and advance their careers through a variety of certificate education and training programs. Based in LaGuardia Community College's Division of Adult and Continuing Education, programs follow an industry-informed, career pathways approach and span sectors such as healthcare, technology, construction, and more.

Reporting to the Senior Director of Workforce Development, and coordinating closely with Program Directors and Managers across the department, the Workforce Development Operations Manager provides administrative and operations support to the department, developing and implementing systems and solutions to improve the performance and efficiency of workforce development program operations. This includes management of student and fiscal data and record systems, purchasing and storage of training supplies, hiring and onboarding processes for new staff and interns, facility and space needs, and systems to track and communicate with prospective students through the recruitment and selection process. The Workforce Development Operations Manager will develop good working relationships with various central services offices including fiscal, grants, enrollment, facilities, purchasing, human resources, reporting, and more, as needed, and work collaboratively with these offices and the Senior Director of Workforce Development to improve and streamline processes. The Workforce Development Operations Manager will support a number of programs within the department, including the Bilingual Medical Assistant Training Program, TechHire Open Code, Electrical 1 and Plumbing 1, Patient Engagement and Communication, and others as needed, and will supervise 1-3 work-study students to assist with the above duties.

Key Responsibilities:

Overall:

- Provide administrative and operations support to multiple programs across the Workforce Development Department, developing and implementing systems and solutions to improve performance and efficiency of workforce development program operations.
- Develop good working relationships with various central services offices including fiscal, grants, enrollment, facilities, purchasing, human resources, reporting, and more, as needed, and work

collaboratively with these offices, Program Directors and Managers, and the Senior Director of Workforce Development to improve and streamline operational processes.

- Supervise 1-3 work-study students to assist with program operations and the below duties.

Data and Records Management:

- Maintain individual program and department-wide dashboards and databases tracking student and program performance.
- Oversee the collection, tabulation and storage of records and program/instructor evaluations needed for reporting to funders and to the college.
- Conduct outreach to students, teachers, and program management staff to obtain information and documentation required to verify outcomes and services delivered.

Purchasing, Hiring, and Fiscal Management:

- Manage the purchasing of classroom, office, and lab supplies, including clinical medical and construction supplies, as well as printing and copying.
- Maintain inventory of office supplies, equipment and instructional materials.
- Oversee the submission of human resources paperwork for new staff and interns and track the progress of new hires through the onboarding process, collaborating with the Research Foundation and LAGCC Human Resources departments when necessary to trouble-shoot hiring or payroll issues.
- Track spending and ensure that programs remain within budget.

Recruitment and Assessment Support:

- Develop and implement systems for tracking student progress through recruitment and selection processes, ensuring effective communication with prospects at each stage of the process, potentially including the creation of fliers and e-blasts, assistance with information sessions, mass emails, and reminder calls.

Facilities Management:

- Book space for classes and trouble-shoot issues related to facilities.
- Handle arrangements for set up of work space for new staff including workstations, keys, equipment, and technology.

Grant Proposal Support:

- Assist with the assembly and submission of documents and materials for new grant applications.

Other Duties

Miscellaneous:

- Participate in team meetings and coordinate with staff across the division as needed.
- Communicate with students as needed.
- Perform other duties as needed.

- Duties will vary by program.

Qualifications

Required Qualifications/Skills:

- 3-5 years' experience in an administrative, office management, operations management, or program management role
- Experience developing and implementing organizational systems for program, operations, or office management
- Experience working collaboratively across multiple teams and departments
- Ability to multi-task and to manage workload across multiple programs
- Excellent customer service and interpersonal communication skills
- Experience working with diverse sets of stakeholders and customers
- Experience working with budgets
- Highly organized and proactive problem-solver
- Flexible team-player
- Attention to detail
- Strong computer skills (MS Word, Outlook, Excel, and PowerPoint)
- Ability to work some evening hours
- Associates degree required; Bachelor's degree preferred

Preferred Qualifications/Skills:

- Experience with CUNY, the Research Foundation of CUNY, and/or higher education a plus
- Supervisory experience a plus
- Second language ability a plus