

**COLUMBIA COLLEGE
CAREER OPPORTUNITY
INTERNAL/EXTERNAL POSTING**

NOTE: <i>Must; Shall; Will:</i> <i>Should:</i> <i>May or Could; Can:</i>	Clarification of Terms These words or phrases indicate actions or activities that are <i>essential or mandatory</i> . This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory. These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.
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POSITION: Program Manager

PROGRAM/DEPARTMENT: Pre-Trades Department

REPORTING TO: President

DEADLINE TO RECEIVE APPLICATIONS: Open until a suitable candidate is selected.

DATE POSITION IS TO COMMENCE: As mutually agreed.

Description

See attached sheet for a current position description.

Qualifications

The ideal candidate for this position will have completed 4 years of post-secondary education specializing in a trade. The ideal candidate will be a highly organized team player and effective communicator. They will possess strong interpersonal skills, have a keen desire to learn and grow, be open to change and have a strong work ethic. They will be a career oriented professional who focuses on continuous improvement, customer satisfaction, and excellent results. This highly motivated individual is sincere in their desire to help others succeed and works well with limited supervision.

The ideal candidate should possess strong computer skills using Microsoft software products.

Other skills and experience that are highly desired for this position include: This individual should have at least 10 years experience in a trade and ideally 5 years experience facilitating classroom learning and 5 years coordinating pre-trade programs.

Interested candidates should submit a resume to Dr. J. T. (Tom) Snell. They should include a cover letter stating their date of availability, four work-related references including their current and past supervisor(s), and their (hourly or yearly) salary expectation.

COLUMBIA COLLEGE

Position Description

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Position Title: Program Manager

Program Name: Pre-Trades Department

Reporting to: President, Columbia College, Calgary

Position Summary: With the support and guidance of their supervisor, this manager will develop an annual approved business plan that will include such features as the program quality and enrollment goals, delivery schedule, course and program curriculum, marketing plans, staffing needs, and revenue/expense and profit goals. While demonstrating a supportive management style through effective goal setting and teamwork the manager will hire and supervise a team of highly motivated and results-oriented professionals. Through proper selection techniques the manager will enroll, educate, and graduate a group of students that will be recognized by employers and receiving institutions as highly effective individuals in their field of training/education.

Organizational Structure: This manager will work in a flat organizational structure consisting of one direct supervisor, a number of program peers and other management specialists. They will operate as autonomously as authorized by their supervisor and will supervise a team of part-time and full-time professionals as approved in their budget.

Qualifications and Experience: This professional will normally have completed a four year degree or professional training in the field their program specializes in. This should be supplemented with diplomas or degrees in business and adult education. They will be a highly organized and experienced leader and teamplayer, an effective communicator, possess strong facilitation skills and interpersonal skills, be detail oriented, have a keen desire to learn and grow professionally, be open to change and have a strong work ethic. Well-developed computer skills are very important.

Roles and Responsibilities: For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding on everyone's part of their roles and responsibilities as well as a commitment to fulfilling said responsibilities.

As you will note in reviewing the list of roles and responsibilities below they consist of two distinct parts. First is a set of generic roles and responsibilities. This is followed by a list of specific roles and responsibilities. The generic roles and responsibilities are included in every position description at the College. The specific roles and responsibilities are specific to this position.

All responsibilities listed below will be carried out under the general direction and supervision of your supervisor.

Generic Roles and Responsibilities

1.0 Positive Approach

- 1.1 Approaches work in a pleasant, cooperative, and positive way.
- 1.2 Views negative experiences as learning opportunities.
- 1.3 Recovers quickly and positively from bad experiences.
- 1.4 Tries to be constructive, pro-active and acts as a protagonist.
- 1.5 Is accommodating, flexible, understanding and supportive.
- 1.6 Believe people are basically good, intelligent, honest and hard working.
- 1.7 Is positive, polite, personable and tries to help others.
- 1.8 Encourages others to work in a positive manner.
- 1.9 Helps others to view problems and concerns as challenges and opportunities.

2.0 Professional Approach

- 2.1 Contributes to the success of the program/department and organization.
- 2.2 Approaches work in an honest, moral, ethical, honorable and trustworthy manner.
- 2.3 Dresses in a neat and clean professional manner (e.g. suit, tie, sweater, dress, skirt, dress pants).
- 2.4 Keeps informed about changes to his/her industry and specific profession.
- 2.5 Is active in the local chapter of his/her professional association (where appropriate).
- 2.6 Keeps informed about political, economic and social changes affecting their program/department and the organization.
- 2.7 Seeks input, assistance and help from others.
- 2.8 Is personable and humble.

3.0 Interpersonal Relations

- 3.1 Treats others in an equal, fair and just manner.
- 3.2 Is sociable, cooperative, outgoing, and has a good sense of humor.
- 3.3 Is considerate and sensitive to others.
- 3.4 Treats others in a friendly courteous manner.
- 3.5 Speaks to others in a sincere and respectful manner.
- 3.6 Is consistent in day-to-day approach to others.
- 3.7 Is available and approachable.
- 3.8 Is respected by others.
- 3.9 Offers support, assistance, and help to others.

4.0 Self Esteem

- 4.1 Demonstrates a willingness to take calculated risks.
- 4.2 Functions well in ambiguous flexible environments.
- 4.3 Assumes responsibility and leadership when required.
- 4.4 Follows through on commitments.
- 4.5 Demonstrates confidence in areas of responsibility.
- 4.6 Recognizes and acknowledges others when they complete a job/assignment.
- 4.7 Acknowledges others for their specific knowledge and skills.
- 4.8 Recognizes others for acquiring new knowledge and skills.
- 4.9 Creates opportunities for others to engage in activities that are more satisfying.

5.0 Communication

- 5.1 Communicates effectively in writing.
- 5.2 Demonstrates effective speaking skills.
- 5.3 Demonstrates effective listening skills.
- 5.4 Keeps team members informed of changes in the department and organization.
- 5.5 Develops more effective ways to improve communication.
- 5.6 Attends and actively participates at program/department and where requested college meetings.

6.0 Learning to Learn and Professional Development

- 6.1 Continues to increase their knowledge and skills. (e.g. credit courses, professional books, journals, articles).
- 6.2 Reads, and shares relevant information.
- 6.3 Identifies more effective ways to provide programs and services.
- 6.4 Monitors changes and makes or recommends needed adjustments.
- 6.5 Is open to constructive criticism.
- 6.6 Is open to change.
- 6.7 Acknowledges mistakes and learns from them.
- 6.8 Acknowledges when they don't know something but tries to find out.

7.0 Problem Solving/Decision Making

- 7.1 Identifies issues, concerns and problems before they get too serious.
- 7.2 Seeks input from those affected when solving problems.
- 7.3 Is effective at identifying actual problems and not symptoms.
- 7.4 Identifies and thoroughly reviews several solutions to each problem.
- 7.5 Objectively determines the most appropriate solution to each problem.
- 7.6 Attempts to turn problems into opportunities.
- 7.7 Effectively implements solutions in a timely manner.
- 7.8 Monitors solutions and takes corrective action.

8.0 Creative Thinking

- 8.1 Assesses situations from a variety of viewpoints or perspectives.
- 8.2 Analyzes situations by using such techniques as brainstorming, reframing, forcefield analysis, and lateral thinking.
- 8.3 Where appropriate resolves situations by identifying innovative or creative solutions.
- 8.4 Encourages others to be creative and innovative when finding solutions to situations.
- 8.5 Monitors solutions and takes corrective action.

9.0 Negotiating or Conflict Resolution

- 9.1 Identifies issues before they become a conflicting situation.
- 9.2 Effectively uses conflict avoidance or informal discussion and problem solving techniques.
- 9.3 Effectively negotiates and helps others resolve issues in conflict.
- 9.4 Coaches and helps others learn to resolve issues in conflict.

10.0 Organizational and Time Management Skills

- 10.1 Productively and efficiently manages his/her time.
- 10.2 Effectively uses planning tools such as a daytimer, monthly planner and yearly planner.
- 10.3 Maintains an organized office, desk, files, documents and working environment.
- 10.4 Is punctual with appointments and meetings.
- 10.5 Is dependable and reliable.
- 10.6 Completes assignments and reports in a timely manner.
- 10.7 Helps others to become more efficient and effective in completing their work.

11.0 Stress Management

- 11.1 Maintains composure under pressure.
- 11.2 Effectively deals with change and helps others deal with change.
- 11.3 Deals with negative situations in a positive manner.
- 11.4 Maintains a balance between personal and professional life.
- 11.5 Maintains a relaxed and low stress environment, thus increasing everybody's performance.
- 11.6 Helps others manage their stress effectively.

12.0 Leadership Style

- 12.1 Effectively promotes college/program and department directions and vision.
- 12.2 Encourages others to adopt a positive leadership style.
- 12.3 Stimulates interest and enthusiasm on the part of others.
- 12.4 Coaches, advises, mentors, and counsels others.
- 12.5 Acknowledges, recognizes, rewards, and praises others.
- 12.6 Seeks new opportunities and takes initiative.
- 12.7 Recommends new ideas and direction.
- 12.8 Brings out the best in others and helps them channel their energy.

Specific Roles and Responsibilities

13.0 Management Style

- 13.1 Effectively shares the program/department purpose and direction.
- 13.2 Appropriately delegates responsibility to others.
- 13.3 Sets challenging but fair work expectations for others.
- 13.4 Seeks input and feedback prior to making decisions that effect others.
- 13.5 Works with others to improve department and organization effectiveness.
- 13.6 Constantly seeks newer, faster, better and more effective ways to achieve results.
- 13.7 Continually works at improving quality of program/department and organization.
- 13.8 Is accurate and attends to detail.

14.0 Goal Setting and Teamwork

- 14.1 Sets realistic, measurable, challenging and achievable annual goals.
- 14.2 Sets a variety of short term goals in order to achieve annual goals.
- 14.3 Involves team members in setting goals.
- 14.4 Ensures each team member is clear about his/her responsibilities associated with achieving goals.
- 14.5 Constantly monitors progress in goal attainment and keeps relevant others informed.
- 14.6 Identifies hurdles to goal achievement and takes corrective action.
- 14.7 Encourages team members to share ideas and concerns related to program/department goal achievement.
- 14.8 Is focused and committed to achieving goals and success.

15.0 General Management

- 15.1 When hiring, utilizes the organization staff selection documents.
- 15.2 Holds at least one team meeting per month.
- 15.3 Continually monitors the performance of team members and helps them become more effective.
- 15.4 Continually strives to maintain and improve morale of others.
- 15.5 Keeps his/her supervisor informed of serious matters.

16.0 Business Planning, Budgets, and Corporate Reporting

- 16.1 Submits accurate, realistic and achievable three-year business plans.
- 16.2 Provides accurate and timely documents and reports.
- 16.3 Effectively manages approved expenditures.
- 16.4 Achieves or exceeds enrollment/revenue goals.
- 16.5 Achieves or exceeds customer satisfaction goals.
- 16.6 Achieves or falls below expense goals.
- 16.7 Contributes to effective marketing plans for the program/department and College.
- 16.8 Develops and executes an effective yearly planner for program or department.
- 16.9 Selects, trains, and develops highly effective team members.
- 16.10 Maintains up-to-date program/department policies, procedures, forms and documents.
- 16.11 Contributes to an effective program/department and college calendar.
- 16.12 Contributes to the annual review of the customer satisfaction survey results.
- 16.13 Provides reports to supervisor and accreditation, licensing (and/or sponsoring, contracting), authorities.

17.0 Program Delivery and Development

- 17.1 Continually assesses the effectiveness of each course and the program as a whole.
- 17.2 Continues to improve the course delivery schedule.
- 17.3 Ensures that the generic skills employers want have been effectively integrated into all courses and program materials.
- 17.4 Offers, where appropriate, an effective cooperative education course.
- 17.5 Provides effective job search techniques course.
- 17.6 Assesses and where needed counsels facilitators after each course.
- 17.7 Works with team members to improve the effectiveness of the program or department.
- 17.8 Meets at least once or twice annually with Board of Advisors.
- 17.9 Makes changes to program/department to respond to the changing needs of employers, receiving institutions, and students.
- 17.10 Ensures that the total hours of facilitator-led classes, as contracted with students or sponsoring bodies, is available to students.

18.0 Student/Customer Focus

- 18.1 Utilizes the organization's student selection procedures.
- 18.2 Maintains up-to-date student transcripts, records, reports and files.
- 18.3 Monitors individual student progress and ensures appropriate counsel is provided.
- 18.4 Continually monitors and improves the satisfaction level of students.
- 18.5 Ensures the provision of needed assistance to each student in obtaining employment or acceptance into an educational program.
- 18.6 Maintains up-to-date class lists, final grades, graduation results, and follow-up employment results.
- 18.7 Continues to constantly improve the success of program graduates.
- 18.8 Constantly seeks advice from employers/receiving institutions on how to develop more recognized graduates.