



COMMUNITY EDUCATION PROGRAMS, LEAD

SALARY GRADE: [C1-60](#)

DEFINITION:

Under the direction of the Dean of Community Education, develops and administers a diverse scope of fee-based, not-for-credit, self-supporting programs to serve the needs of non-traditional students not served through existing college programs and offerings; plan, organize and direct the day-to-day operations of programs to ensure that all state, federal, District, college, and division policies and procedures are met.

DISTINGUISHING CHARACTERISTICS:

As a lead, this classification is responsible for assisting the appropriate administrator in overseeing the day-to-day operations of multiple programs and providing work direction to assigned personnel. A lead receives direction from the appropriate administrator and assists in developing work schedules, training, and solving unusual or difficult problems.

REPRESENTATIVE DUTIES:

The following duties and responsibilities are typical but not limited to the following:

1. Plan, organize, direct and administer self-supporting and fee-based programs in Community Education including Extended Year/College for Kids, the Planetarium and Short Courses, in addition to others that may later be developed.
2. Co-direct Extended Year Youth Program; coordinate logistics with off-campus sites and maintain appropriate linkages to special populations and community groups served; oversee the development of programs' promotional materials; ensure appropriate program documentation; ensure adherence to liability regulations concerning minors; assist the Dean in overseeing permanent and temporary personnel assignments for Extended Year.
3. Provide information to students, faculty, staff and the general public on Community Education programs and offerings; ensure program compliance with federal, state and District, and division guidelines, policies and procedures.
4. Collaborate with the Dean in the development and implementation of new program models and fee-based initiatives; create alternate learning/revenue generating pathways to address issues related to lack of funding, student repeatability, etc.
5. Maintain a current knowledge of all Community Education programs and their requirements; answer questions of other employees and clients on procedures, policies, regulations, etc.; keep administrator abreast of concerns that may arise.
6. Administer processes and workflow, utilizing department-specific course management web registration systems; plan, develop, and oversee the data entry of courses and registration of students across full spectrum of Community Education programs.
7. Participate as needed and directed in the administration and management of the Community Education learning management/web registration system. This includes participation in duties related to database management, report generation, system configuration, monitoring payment card industry data security standards, assigning individual user roles/access, web content/template management, and third party software integration.
8. Assist in developing and implementing staff training for Community Education learning management systems and unique registration systems; research and advise the Dean on emerging applicable technology and software.

9. Lead and provide work direction in all cashiering-related duties associated with program registration and other revenue including that from the gift shop; consult with college budget staff to set guidelines regarding monitoring of program revenue, ensuring shared revenue partnerships are conducted in accordance within college protocols; project and monitor program budgets. Seek to ensure department and vendors maintain PCI-DSS compliance.
10. Train and provide work direction to assigned classified, casual and temporary employees, student employees and course instructors in the operations, policies and procedures of the department, college, or District; interview and participate in selecting employees.
11. Organize and lead fundraising efforts for Community Education Programs; research and pursue grant-writing opportunities and proposals for the Planetarium and other Community Education programs; under the direction of the Dean, consult and collaborate with the Foothill-De Anza Community College District Foundation.
12. Prepare recommendations relating to plans, policies, procedures, and budget requests for the department.
13. Participate as needed and directed in designing and implementing marketing plans and materials related to catalog production, social media, online and print advertising.
14. Serve as lead for all community education communications and websites; participate in analyzing web/email metrics across all community education programs, including metrics associated with web traffic sources, click-through and bounce rates, key words and tags etc. to make informed decisions that drive program marketing for Community Education programs.
15. Serve as lead of the department in the absence of the appropriate administrator.
16. Operate a computer and other office equipment as assigned.
17. Perform related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Applicable laws, codes, regulations, policies and procedures related to assigned program(s).
2. District, college and division policies and procedures.
3. Principles of training and providing work direction.
4. Oral and written communication skills.
5. Record-keeping techniques.
6. Principles and practices of budget, finance and contracting.
7. Fundraising techniques and grant preparation, coordination, and monitoring.
8. Interpersonal skills using tact, patience and courtesy.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Provide overall direction and guidance to the day-to-day operations, problem solving and decision-making regarding assigned programs.
3. Prepare comprehensive program reports and reviews.
4. Project budgets and cost estimate.
5. Negotiate contracts and monitor compliance.
6. Train and provide work direction for personnel.
7. Meet schedules and time lines.
8. Communicate effectively both orally and in writing.
9. Establish and maintain cooperative and effective working relationships with others.
10. Maintain records and prepare reports.

11. Work independently with little direction.
12. Operate a computer and assigned office equipment.

Education and Experience:

Any combination equivalent to:

1. Bachelor's degree in a related field.
2. Five (5) years responsible experience in an applicable setting.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Driving to conduct work.
3. Evening and weekend assignments may be assigned.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard.
3. Vision to read various materials.
4. Ability to make frequent travel trips to visit work sites.
5. Standing for extended periods of time.
6. Reaching overhead, above the shoulders and horizontally.
7. Bending at the waist, kneeling or crouching.
8. Lifting, carrying, pushing or pulling heavy objects up to 30 lbs.

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