

PROJECT MANAGEMENT & OPERATIONS SUPERVISOR

SALARY GRADE: [C4-66](#)

DEFINITION:

Under the direction of the Executive Director this position will provide leadership and supervision to the groups responsible for developing and implementing the programmatic and educational technology projects that support the strategic objectives of the California Virtual Campus - Online Education Initiative (CVC - OEI). Establish and maintain the policies and procedures for project management methodology and ensure projects meet defined business requirements. Provide an effective liaison between the functional departments within the Initiative, external stakeholders, and California Community College Chancellor's Office (CCCCO) program monitors. Oversee grant reporting and key updates for CCCCCO monitors and sponsors and provide leadership to Initiative administrative support, including planning and on-site operations.

The California Virtual Campus - Online Education Initiative (CVC - OEI) is sponsored by the Foothill - De Anza Community College District, and is the recipient of a \$135 million, five-year grant disbursed by the California Community College Chancellor's Office (CCCCO). The California Virtual Campus - Online Education Initiative represents a comprehensive and collaborative program that leverages best practices and technology to ensure that significantly more students all over the state are able to complete their educational goals by increasing both access to and success in high-quality online courses towards earning college degrees, career-training certificates or completing general education requirements for transfer to four-year colleges and universities through improved, streamlined online instruction.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Establish formalized Project Management Office (PMO) protocols, tracking and reporting mechanisms.
2. Develop and provide framework for each functional area lead to engage in planning and implementation of large scale projects; provide oversight and guidance to projects of importance.
3. Act on behalf of the Executive Director to ensure that all projects and/or products are delivered on-time and within scope; serve as an advisor to the initiative's Executive Director.
4. Maintain working knowledge and perspective as to the current status of multiple large-scale projects at all times to inform the Executive Director and other stakeholders.
5. Coordinate the execution of strategic initiatives; delegate to appropriate individuals to manage.
6. Perform risk management to minimize project risks; escalate issues to executive team as needed.
7. Independently clarify and ensure alignment of project scope and objectives, involving all relevant stakeholders.
8. Develop comprehensive project plans to monitor and track progress of outcomes/deliverables.
9. Develop comprehensive project plans to be shared with clients, staff, and CCCCCO sponsors.
10. Actively participate in all stages of project development including research, design, programming, testing and implementation; interact with staff in every stage of the project development.
11. Manage changes to the project scope, project schedule and project costs; track and fully document changes to functional and business specifications during project development.
12. Track project performance (e.g. analyze the successful completion of short and long-term goals).
13. Act with independent judgment to pursue issue resolution, and communicate project status/issues to functional users, stakeholders and operational management, to achieve project outputs.
14. Measure and develop reports on project performance using appropriate tools and techniques.
15. Assist in the management of vendor relationships and ensure appropriate communication.
16. Meet with vendors to clarify specific requirements of each project and communicate expectations.
17. Develop dashboards, spreadsheets, diagrams and process maps to document project needs.

18. Present reports defining project progress, problems and solutions to senior management.
19. Coordinate and prepare project and grant reporting for CCCCCO grant monitors and sponsors.
20. Provide supervision and guidance to the Project Management Office staff (i.e. Project Managers) and initiative staff.
21. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
22. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
23. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
24. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
25. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
26. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes on State regulations.
27. Continually monitor individual staff and contractors to insure meeting of specific deadlines.
28. Plan and direct administrative and operational activities for the senior leadership team, including managing the cadence of meetings, ensuring time is well spent and objectives are achieved.
29. Use independent judgment to track, organize and prioritize critical issues for executive staff to facilitate efficient decision making.
30. Create and maintain cross-departmental relationships to enable leadership success.
31. Assess issues that serve as barriers to staff operating at maximum effectiveness.
32. Perform other related duties of a comparable level as required.

EMPLOYMENT STANDARDS:

Knowledge Of:

1. Project management standards and methodologies in alignment with Chancellor's Office PMO procedures and professional standards, with application inside a complex organizational environment.
2. Interpersonal skills using tact, patience and courtesy; oral and written communication skills.
3. Understanding of online education and proficiency with educational technology services.
4. Grant writing and reporting requirements.
5. Higher education administration and operations.
6. Knowledge and experience with project management standards and methodologies for complex technology development and implementation projects.
7. Experience with data collection management and grant and project reporting.
8. Programmatic and technical understanding of online education.

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. Communicate effectively both orally (in-person and virtually) and in writing.
3. Use independent judgment and problem solving to overcome various project hurdles or blockers.
4. Leverage various technology frameworks that support creation and maintenance of a robust project management data-gathering and reporting infrastructure.
5. Develop, motivate and manage staff and contractors, both remote and on-site.

6. Working under tight deadlines and pressure as well as adapting to changing objectives.
7. Meet schedules and timelines.
8. Establish and maintain cooperative and effective working relationships with others.
9. Manage the schedule of both project management and administrative staff.
10. Interact both orally and in writing with functional users, technical staff and external stakeholders.

EDUCATION and EXPERIENCE:

Any Combination Equivalent To:

1. BA/BS in a relevant field or equivalent.
2. Five (5) years of experience with program management and/or project management.
3. Five (5) years of experience supervising staff and/or managing a functional department.
4. Three (3) years of experience with grant management and grant reporting requirements.

Preferred Qualifications:

1. MA/MS in a relevant field or equivalent.
2. Professional certification in Project Management.
3. Familiarity with the latest project management best practices and management tools.
4. Familiarity with the California Community College Chancellor's Office PMO standards.

WORKING CONDITIONS:

Environment:

1. Office environment.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard and mouse.
3. Vision to read various materials, both printed and electronic.
4. Standing and/or sitting for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

Date Approved: August 13, 2018

EEO Code: H-30