

**Summary**

Plans, implements, supervises, assesses, and evaluates the activities, programs, information, personnel, and tutor services of the Mathematics, Engineering, Science Achievement (MESA) program and Cerritos College Success Center. The position also provides complex administrative support to the Dean, Academic Success.

**Distinguishing Career Features**

The MESA Program Manager reports to the Dean, Academic Success and is responsible for the efficient and effective operations of the MESA program, success center tutoring, and supplemental instruction services. This position requires a demonstrated ability to coordinate and facilitate an instructional support program and supervise employees, including a large team of part time hourly employees.

**Responsibilities**

- Responsible for strategic planning and daily management of MESA program, focusing on a student-centered and inclusive environment.
- Develop plans for implementation of MESA in cooperation with the Faculty Sponsor, CCCC Project Monitor, deans, and other faculty members.
- Maintains communications between the MESA program, mathematics, engineering, and science faculty, chairs, and deans, student support services personnel, MESA students, student organizations, related professionals, and campus administrators to build a program of academic rigor.
- Work with department faculty to select best available math, science, computer science, and engineering tutors and/or teaching assistants for MESA students.
- Develop tutoring and study program for MESA, which includes the recruitment and training of tutors, and which incorporates a mix of individual small and large group study activities.
- Recruit and schedule speakers for meetings of MESA students.
- Plan, schedule, and coordinate career advising and job orientations for students.
- Plan, schedule, and coordinate activities related to academic advising, including advocacy and selection of a designated MESA counselor.
- Develop, plan, and coordinate activities related to student retention.
- Maintain contacts and encourage the formation of a pipeline and pathway for students between MESA and four-year colleges and universities.

- Coordinates planning of student services for MESA students, including admission, financial aid, scholarships, summer programs and jobs, academic, career, and student advising.
- Work with local businesses and industry to provide opportunities such as internships, job shadowing, field trips, and exposure to the industry environment.
- Ensures student eligibility for the MESA program, that student contractual agreements are met, and maintains program records.
- Recruit students from community college and from high schools within the service area.
- Coordinates evaluation of program activities and accomplishments and recommend steps for continuous improvement.
- Participates in MESA training, evaluation, and other activities.
- Collect and compile data and prepare status reports as required by the California Community Colleges Chancellor's Office (CCCCO) and participate in campus activities that lead to the collection and submission of MESA student data for the CCCCCO Management Information System (MIS).
- Oversee grant activities following defined action plan, track funds, and prepare mid-year and annual programmatic and financial reports of MESA generated funds. Submit periodic reports to the CCCCCO.
- Verify compliance with all aspects of the MESA grant and write grant for refunding.
- Maintain a file on each MESA student and transfer student with information on students' enrollment, academic performance, participation, and current status.
- Work with the local campus staff and/or regional MESA colleagues in order to research and prepare grant proposals for collaborative submissions.
- Maintain regular contact with the CCCCCO MESA Monitor, complete reports and evaluations as requested and attend in-service orientation trainings for MESA Managers.
- Leads, trains, and evaluates assigned personnel. Conducts selection and hiring of personnel according to established policies and procedures.
- Develops schedules and approves absences. Certifies payroll for assigned personnel. Applies the terms and provisions of applicable collective bargaining agreements, state, and federal laws, district board policies, and administrative procedures in personnel matters.
- Coordinates, monitors, and analyzes data and prepares reports, including annual unit plan updates, in support of evidence-based decision making.
- Recommends and implements changes that will improve academic support for students based on quantitative and qualitative data analysis.

- Addresses and resolves a wide variety of concerns and complaints using effective conflict management skills.
- Communicates District policy and administrative decisions to assigned personnel and students.
- Develops internal operational guidelines, policies, and procedures for the Success Center.
- Leads Success Center Department planning meetings.
- Oversees Success Center budget, recommends new and existing funding sources to support student success programs.
- Serves on committees and special projects as assigned.
- Interprets and ensures compliance with local, state, and federal regulations as they relate to the department.
- Maintains current knowledge on research, best practices, and new initiatives regarding tutoring, academic success methods, and supplemental instruction, and share the knowledge with the campus community to improve effectiveness of student success efforts across the campus.
- Participates in professional development activities.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Performs other related duties as assigned.

**Knowledge of:**

1. Office and educational software
2. Learning styles and study skills
3. Principles and practices of tutoring, supplemental instruction, learning resources
4. Principles of training and providing work direction to others
5. Principles of conflict resolution
6. Policies, objectives, and goals of a tutoring setting or learning center
7. Laws and regulations governing California Community Colleges
8. Considerable knowledge or regulations and laws related to retention and release of confidential data.
9. Human relation skills to convey technical concepts to others and to facilitate a small group learning process
10. Skill using proper English grammar, vocabulary, syntax, spelling, and punctuation.

**Ability to:**

1. Perform professional work involving independent judgment in the interpretation and application of policies and procedures requiring tact and effective communication skills
2. Plan and coordinate the day-to-day activities of an assigned program or department
3. Work effectively in a shared governance environment
4. Serve as an effective leadership team member
5. Provide customer support from a management level
6. Conduct long-range planning

7. Mediate and resolve conflict
8. Analyze and interpret data and trends
9. Demonstrated ability to plan, organize, direct, administer, review, and evaluate programs and services
10. Exercise sound judgment in the performance of duties
11. Work in the interests of the college as a whole
12. Manage a department budget
13. Strong analysis and problem-solving skills
14. Link staffing to customer traffic
15. Interpret and apply demographic and other institutional research for purposes of developing student support strategies
16. Independently solve subject-related problems in math, basic algebra, writing, ESL, and English
17. Listen actively and effectively, identify and solve problems; facilitate learning for students, and build student confidence in learning
18. Relate positively to students in a teaching/learning environment, develop and maintain productive and cooperative working relationships, and recognize learning challenges and make referrals for assistance.

## **EMPLOYMENT STANDARDS**

### **Minimum Qualifications for Education and Experience:**

1. Requires a master's degree from an accredited college or university and one year of formal training, internship, or leadership experience reasonably related to the administrative assignment.
2. One or more years of experience delivering academic services to students that improve academic, study, test taking, and other skills where the students are majoring in mathematics-based fields.
3. Minimum of three years of successful work experience in an academic environment that involved leadership and evaluation over staff serving in an area providing student services.
4. Demonstrated sensitivity to a diverse population of students and staff in terms of academic, socioeconomic, cultural, and ethnic backgrounds and abilities.

### **Desired Qualifications:**

- Master's degree in mathematics, education, ESL, educational leadership, counseling, or a related field
- Demonstrated knowledge and experience with college shared governance structures.
- Experience monitoring and projecting budgets.
- Working knowledge of community college instructional programs and student services.
- Ability to work independently, assume responsibility, and take initiative in carrying out assignments.
- Strong writing and communication skills.

### **Physical Abilities:**

This position requires the physical ability to:

- Function indoors in an office environment engaged in work of primarily a sedentary nature with some requirement to move about the campus.
- Must be able to recognize printed material (printed or online) for more than 75% of the expected work time.
- The person in this position frequently communicates with members of the campus community. Must be able to exchange accurate information in these situations.

- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Requires the ability to lift, push, and pull objects of medium weight (less than 30 lbs.) on an occasional basis with or without accommodation.

**Working Conditions**

Work is performed indoors where minimal safety considerations exist.

Board Approved:      December 7, 2022