Job Title	Program Manager - Technology
PVN ID	BM-2408-006423
Category	Research
Location	BOROUGH OF MANHATTAN C. C.
Department	Center for Continuing Education
Status	Full Time
Annual Salary	$45,000.00 - $50,000.00
Hour(s) a Week	35
Closing Date	Feb 26, 2025 (Or Until Filled)

General Description

BMCC seeks a skilled full time Program Manager to oversee the tuition technology programs. The position will report to the Director of Programs and Special Projects.

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Reporting to the Director of Programs and Special Projects, the Program Manager will provide overall direction and coordination of the tech tuition-based programs. They will be responsible for providing support with the preparation, planning, launching, supervision, and scaling in all areas of the program starting with recruitment, coordination, and implementation of the Technology programs. The Program Manager will be responsible for supporting the daily operation of all tech tuition programs, providing monthly updates regarding the implementation of activities, student tracking, budget, and progress towards goals. Additionally, the Program Manager will be responsible for initiating contact with students, identifying their needs, and provide them with the appropriate services from the beginning to the end of a project or tuition-based program.

Specific Duties:

Program Manager is responsible for:

- Providing operational and programmatic support services to assigned programs Monitors and evaluates program effectiveness
- Demonstrates continuous efforts to improve support operations and systems, to streamline work processes and to increase the effectiveness and efficiency of the program
- Provides assistance to staff in assigned areas to ensure program objectives are accomplished
- Schedule open houses track attendance, reports, grades, student evaluations to meet the outcomes of the tuition-based programs

Other Duties

- Responsible for managing the day-to-day operations of all Technology tuition-based programs.
- Prepare and distribute progress reports, transcripts and program certificates to all students completing the training program(s)
- Create program calendars for the relevant programs
- Assume primary responsibility for daily project coordination and implementation and ensure compliance with Continuing Education and generating regular reports
- Engages in problem solving and adopts a continuous improvement approach to ensuring the quality service delivery
- Hires and supervise instructors, ensure adequate project monitoring and evaluation systems are in place to collect information and consolidate data to demonstrate impact and inform ongoing program design
- Take the lead and oversee program implementation and budget expenditures to ensure effective use of resources against planned activities and expected outputs
- Facilitate Open Houses for ACE Courses and Programs
- Academic yearly program budget forecasting and program budget management
- Ensure adequate project monitoring and evaluation systems are in place to collect information and consolidate data to demonstrate impact and inform ongoing program design. Compile and prepare quality monthly and periodic project progress reports, as well as the final report, and feed in other information as required
- Assist with recruitment, and outreach for IT programs including marketing efforts in conjunction with marketing team
- Submit on-time calendar dates for upcoming catalog for IT courses that will be published twice a year for mass distribution to the public.
- Assist in preparation of new initiatives for ACE. Work collaboratively with staff, College consortium members and initiative partners; work closely with the Director to monitor program performance and progress toward initiative and individual college outcomes targets
- Must be organized, flexible, multi-task oriented, and detail oriented, able to identify and respond to shifting priorities; a self-starter that can work within a team environment and handle a variety of tasks with urgent deadlines, able to manage time effectively and make independent decisions
- Contribute to other projects as needed in the department of continuing education and workforce programs and other related duties as assigned

Qualifications

- A Bachelors' Degree in a directly related field of study from an accredited institution, an appropriate certification of specialization, and no fewer than three (3) years of progressively responsible experience of related work; **OR,**
- An advanced degree in a related field of study from an accredited institution, an appropriate certification of specialization, and no less than one (1) year experience performing responsible related work; **AND**
- Possession of the core competencies determined to be required at the time of hire.
- Significant project management experience, especially with projects involving multiple partners and the use of data to manage program performance.

ACE Qualifications: (Education and Experience)

- Familiarity with the Technology industry
- Experience or knowledge of workforce development and/or higher education;
- Ability to be flexible and to work carefully and quickly to meet the demands of a busy program;
- Demonstrated experience with all aspects of project management.
- Demonstrated experience managing and supporting staff.
- Experience in model program design and development, implementation and evaluation, personnel management, strategic planning, and program management.
- Experience in development and monitoring of budgets, negotiating and managing contracts and projects successfully.
- Excellent oral and written communication skills.
- Excellent computer software skills including Microsoft Office, especially Excel and Word.
- Knowledge in accounting, budgeting, and payroll.
- Must be a team player and be able work with various faculty and staff.
- Strong interpersonal skills and outstanding written and verbal communication skills.
- Skilled in areas of budgeting, financial administration, financial reporting, and personnel administration.
- Must have excellent attention to detail and recognize the importance of meeting deadlines.
- Ability to multi-task.
- Must have initiative, be a self-starter, and have strong analytical skills.