

**CROWDER COLLEGE  
POSITION DESCRIPTION**

<b>Status:</b> FT, 12 months	<b>Title</b>	DIRECTOR, CROWDER COLLEGE TRAINING AND DEVELOPMENT SOLUTIONS
<b>Revised:</b> 09/26/2016	<b>Department</b>	CROWDER COLLEGE TRAINING AND DEVELOPMENT SOLUTIONS
<b>Level:</b> Administrative	<b>IPEDS</b>	ADMINISTRATIVE
<b>FLSA:</b> Exempt	<b>Reports to</b>	ASSOCIATE VICE PRESIDENT OF CAREER AND TECHNICAL EDUCATION

**POSITION SUMMARY**

This position is responsible for overseeing the daily logistical/fulfillment operations of The Training and Development Solutions. The position involves planning, arranging and reviewing training/consulting delivery to insure current business maintenance and expansion that generates program income to offset operating costs. Current operations involve mainly grant-based services for clients (employers). Fee-based services for customers and clients are also provided. Likewise, this program serves a limited number of individual job seekers. This position provides the leadership to ensure continued strengthening of core business activities, while identifying potential new and growth markets for revenue-generating services based on local and non-local needs. Being entrepreneurial is important, having the ability to build relationships in various communities, and being able to translate ideas and strategies into action, thus building a civil, serving, literate, learning community of responsible citizens.

**MAJOR FUNCTIONS**

1. Develops an annual operational plan and budget plus approves all expenditures for The Training and Development Solutions and establishes performance goals for all employees plus assisting all grant-funded client companies with their goals as well.
2. Supervises/assists Sales/Marketing staff in acquiring new clients through various means such as direct leads, organizational memberships, etc.
3. Performs clients' needs assessments, with assistance from other staff, plus cost/benefit analyses of various workforce-related interventions; then assists all grant-funded client companies with developing related goals.
4. Plans, organizes and oversees, the delivery of workforce development related programs and services for grant-based and fee-based clients (employees). Coordinates this service provision with local partners including: other educational entities (Area Vocational schools), economic development leaders, internal and external training providers, community leaders and other employers. Supervises all Training and Development Solutions personnel. This includes full-time workers employed with Crowder College, and also any part-time or adjunct personnel from the schools or contract-based independents.
5. Works with Crowder College and other staff, plus community stakeholders to identify and develop new revenue-generating products, grants and/or other services based on local, state, regional or broader needs.
6. After consulting various stakeholders, assists with the development of business plans to translate new product/service ideas into marketable products, including various state grant/tax incentive programs and their administration.
7. Manages client performance strategies, goals and outcomes with the Associate Vice President, including performance improvement, utilizing a continuous improvement framework and measurements.
8. Monitors and reports performance of The Training and Development Solutions to the Associate Vice President on a weekly basis to keep staff and management apprised of current status and action plans for improvement.
9. Oversees training and development of staff to ensure an understanding of applicable laws, regulations, policies and procedures related to the delivery of programs and services.

10. Provides for and assists with the ongoing professional development of all staff, including both full time and adjunct based.
11. Ensures that internal state or local compliance reviews are conducted on an ongoing basis and coordinates the external compliance monitoring; plus reviews resulting compliance reports and develops any corrective action plans as needed.
12. Participates, as needed, on various committees related to customer/client programs and services.
13. Attends partner meetings and public events that enhance the workforce development system.
14. Prepares, with the Associate Vice President, and delivers presentations to Trustee Board, Staff or Committees and Area Chambers of Commerce, plus other stakeholders, as appropriate.
15. Monitors business opportunities and seeks additional financial resources for The Training and Development Solutions or clients' workforce development systems.
16. Performs other related work and/or projects as required.

#### **KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE**

1. Bachelor's Degree from a regionally accredited college or university is required.
2. Two years of instructional, managerial or comparable experience required.
3. Familiarity with federal, state, and local laws relating to state/federal funded training programs or grants and ability to translate statutory provisions into applicable college policies, regulations, and procedures.
4. A demonstrated record of skills in the following areas: leadership; curriculum review and/or development and management; problem solving and decision-making skills; personnel management.
5. Ability to establish and maintain positive working relationships with faculty, staff, administrators, students, and local industrial and community members.
6. Understanding of and commitment to the community college philosophy and mission.
7. Ability to speak and communicate in both small and large group forums as well as present information to large groups of people such as conferences and workshops.

#### **EQUIPMENT/SOFTWARE**

Operate standard office equipment such as computers, copiers, and telephones. Work effectively with Microsoft Office Suite, including MS Word, Excel, Access, and Power Point.

#### **POSITIONS SUPERVISED**

All Training and Development Solutions personnel.

#### **WORKING CONDITIONS**

1. Usually indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals. Some time is spent in outdoor/industrial/classroom environments.
2. Responsibilities involve evening and weekend work and some overnight travel.
3. A neat appearance and appropriate businesslike apparel are required.

#### **PHYSICAL DEMANDS**

1. Sedentary work involving sitting part of the time, but will involve mobility within the office, classrooms, businesses, and service locations.
2. Input and access information-using computers.
3. May require the movement and delivery of training related materials/equipment involving lifting of up to 50 lbs.

#### **CREATIVE AND ANALYTICAL SKILLS**

1. Ability to define problems, collect data, establish facts, and draw valid conclusions.
2. Ability to devise or modify methods or processes to solve specific problems.
3. Ability to work with and apply mathematical concepts.
4. Ability to interpret an extensive variety of technical and statistical material.

<b>LANGUAGE/COMMUNICATIONS SKILLS</b>
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1. Ability to communicate effectively with a variety of people, including employees, students, business and industry leaders, state agencies, and the general public.
2. Ability to read and understand technical journals, financial reports, and similar publications.
3. Ability to write reports and business correspondence.
4. Ability to effectively present information and respond to questions.