

COLUMBIA COLLEGE

Roles & Responsibilities

Assistant Program Manager

NOTE:

Must; Shall; Will:

Should:

May or Could; Can:

Clarification of Terms

These words or phrases indicate actions or activities that are *essential* or *mandatory*.

This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.

These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

Introduction

For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding on everyone's part of their roles and responsibilities as well as a commitment to fulfilling said responsibilities.

As you will note in reviewing the list of roles and responsibilities below they consist of two distinct parts. First is our Professional Code of Conduct. This is followed by a list of specific roles and responsibilities. The Professional Code of Conduct is included in every position description at the College. The specific roles and responsibilities are specific to this position.

Employees are expected to conduct themselves in a manner commensurate with their roles and responsibilities. Employee performance reviews will be based on their set of roles and responsibilities.

Our staff are encouraged to do all they can to help other staff and students succeed. We believe that when others succeed, we succeed.

The College's current student attrition rate is one-quarter that of traditional colleges and universities. At the same time employers of our graduates are very satisfied. Employment rates of graduates exceed 80% and is one of the highest among all colleges and universities in Alberta. We want to continue to create a win-win situation where the employer, student, staff and College succeed.

Columbia's ultimate goal in education is to produce graduates that are rated by employers as the top performers in their field of training. When our graduates become number one, we become number one.

All responsibilities listed below will be carried out under the general direction and supervision of your supervisor.

Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

1.0 Professional Approach and Ethical Behaviour

- 1.1 As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
- 1.2 Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
- 1.3 Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
- 1.4 Is compassionate, caring, and finds meaning and fulfillment in their work
- 1.5 Tries to be constructive, pro-active, and acts as a protagonist
- 1.6 Contributes to a safe, secure, and environmentally-friendly workplace and world
- 1.7 Views adverse experiences as learning opportunities and recovers quickly from such experiences
- 1.8 Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences
- 1.9 Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
- 1.10 Contributes to the organization via volunteering, coaching, and mentoring others
- 1.11 Is active in their professional association (where appropriate)

2.0 Interpersonal Relations and Teamwork

- 2.1 Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
- 2.2 Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
- 2.3 Is considerate and sensitive to others needs and uses tact and diplomacy when required
- 2.4 Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
- 2.5 Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
- 2.6 Is available, approachable, and may develop close personal relations (avoids romantic situations)
- 2.7 Offers support, assistance, is flexible, and helps build a positively connected team and organization
- 2.8 Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
- 2.9 Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
- 2.10 Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
- 2.11 Seeks help from others and offers help to others to become more efficient and effective

3.0 Self-Concept and Confidence

- 3.1 Projects a positive self-concept and feels internally confident, yet does not dominate interactions
- 3.2 Functions well in ambiguous situations
- 3.3 May assume responsibility and leadership when required yet remains humble and gracious at all times
- 3.4 Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
- 3.5 Considers themselves equal to others and demonstrates such in their interactions

4.0 Communication

- 4.1 Demonstrates effective listening, speaking, and writing skills
- 4.2 Helps to keep team members informed of changes in the department and/or organization
- 4.3 Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
- 4.4 Respects others privacy and confidentiality (does not engage in gossip)
- 4.5 Maintains emotional control and encourages others to do the same
- 4.6 Deals with difficult situations and sensitive issues in a professional manner
- 4.7 Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
- 4.8 Follows the organization's technology use policy

5.0 Life-Long Learning and Professional Development

- 5.1 Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
- 5.2 Shares newly developed approaches based on leading edge research
- 5.3 Monitors changes and makes or recommends needed adjustments
- 5.4 Keeps informed about changes affecting their profession, department, organization, and industry
- 5.5 Acknowledges when they do not know something and seeks to increase their competence

6.0 Problem Solving/Decision Making

- 6.1 Either individually or within a team, identifies work-related and customer-based problems/challenges
- 6.2 Helps others to view problems and concerns as challenges and even opportunities
- 6.3 Seeks input from those affected by work-related or customer-based problems
- 6.4 Is more effective when they actually identify the problem as opposed to a symptom
- 6.5 Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
- 6.6 Objectively determines the most efficient and effective solution to each problem/challenge
- 6.7 Tries to make fair and just decisions that contribute to the common good
- 6.8 Effectively implements solutions in a timely manner
- 6.9 Monitors and evaluates solutions and takes further corrective action as needed

7.0 Creative Thinking and Innovation

- 7.1 Is more creative by asking 'why' and more innovative by asking 'what if'
- 7.2 Takes calculated risks and is willing to recommend and/or initiate change

8.0 Negotiating or Conflict Resolution

- 8.1 Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
- 8.2 Effectively uses conflict resolution and problem solving techniques
- 8.3 Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
- 8.4 Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

9.0 Organizational and Time Management Skills

- 9.1 Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
- 9.2 Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
- 9.3 Maintains an organized office, desk, files, documents, and working environment
- 9.4 Is prepared in advance for appointments and meetings (meeting etiquette)
- 9.5 Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
- 9.6 Lets others know if they are unable to meet a commitment, must change a priority, or needs help

10.0 Stress Management

- 10.1 Maintains composure under pressure and draws on their internal strength to succeed during difficult times
- 10.2 Effectively deals with negative situations in a positive manner
- 10.3 Maintains a balance between personal and professional life
- 10.4 Maintains a positive, focused, and more productive environment by reducing negative stress

11.0 Leadership Style

- 11.1 Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct
- 11.2 Encourages others to adopt a positive leadership style (does not use threats or punishment)
- 11.3 Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
- 11.4 Coaches, advises, mentors, and counsels others where appropriate
- 11.5 Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment
- 11.6 Brings out the best in others which helps them channel their energy and experience greater satisfaction
- 11.7 Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty
- 11.8 Networks with others outside the organization and builds relationships that will benefit the organization
- 11.9 Bases leadership practice on collective vision, beliefs, as well as professional attitude and values

- 11.10 Builds a sense of shared values that bind others to a common cause and/or direction
- 11.11 Encourages and promotes a culture based on trust and respect

12.0 Performance

- 12.1 Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
- 12.2 Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
- 12.3 Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
- 12.4 Firmly believes that only when each internal and external customers succeed, will they succeed

Specific Roles and Responsibilities

13.0 Management Style

- 13.1 Effectively shares the program/department purpose and direction.
- 13.2 Appropriately delegates responsibility to others, under the direction of the Program Manager.
- 13.3 Seeks input and feedback prior to considering decisions that effect others.
- 13.4 Works with others to improve department and organization effectiveness.
- 13.5 Continually seeks newer, faster, better and more effective ways to achieve results.
- 13.6 Continually works at improving quality of program/department and organization.
- 13.7 Is accurate and attends to detail.

14.0 Goal Setting and Teamwork

- 14.1 Provides input for establishing realistic, measurable, challenging and achievable annual department/program goals.
- 14.2 Provides input for establishing a variety of short term goals in order to achieve annual department/program goals.
- 14.3 Involves team members in setting annual department/program goals.
- 14.4 Ensures team members are clear about their responsibilities associated with achieving goals.
- 14.5 Assists to continually monitor progress in goal attainment and keeps relevant others informed.
- 14.6 Identifies hurdles to goal achievement and recommends corrective action.
- 14.7 Encourages team members to share ideas and concerns related to program/department goal achievement.
- 14.8 Is focused and committed to achieving goals and success.

15.0 General Management

- 15.1 Assists in hiring, by utilizing the staff selection documents and procedures.
- 15.2 Attends and/or conducts team meetings as required.
- 15.3 Continually monitors the performance of team members and helps them become more effective.
- 15.4 Continually strives to maintain and improve morale of others.
- 15.5 Keeps supervisor informed of serious matters.

16.0 Business Planning, Budgets, and Corporate Reporting

- 16.1 Assists in providing accurate and timely documents and reports.
- 16.2 Assists in effectively managing approved expenditures.
- 16.3 Assists in achieving or exceeding enrollment/revenue goals.
- 16.4 Assists in achieving or exceeding customer satisfaction goals.
- 16.5 Assists in achieving or falling below expense goals.
- 16.6 Contributes to effective marketing plans for the program/department.
- 16.7 Assists in developing an effective yearly planner for program or department.
- 16.8 Helps train and develop highly effective team members.
- 16.9 Helps maintain up to date program/department policies, procedures, forms and documents.
- 16.10 Helps contribute to an effective program/department and college calendar.
- 16.11 Helps contribute to the annual review of the customer satisfaction survey results.
- 16.12 Helps prepare reports to supervisor and accreditation, licensing (and/or sponsoring, contracting), authorities.

17.0 Program Delivery and Development

- 17.1 Works collaboratively with facilitators to continually assess the effectiveness of each course.
- 17.2 Helps to continually improve the course delivery schedule.
- 17.3 Works collaboratively to ensure that the professional behaviours and skills employers want have been effectively integrated into all courses and program materials.
- 17.4 Helps to offer, where appropriate, an effective cooperative education course.
- 17.5 Assists in the provision of an effective job search techniques course.
- 17.6 Helps to assess and where needed counsels facilitators after each course.
- 17.7 Works with team members to improve the effectiveness of the program or department.
- 17.8 Recommends changes to program/department to respond to the changing needs of employers, receiving institutions, and students.

18.0 Student/Customer Focus

- 18.1 Assists in the student selection procedures.
- 18.2 Helps to maintain up-to-date student transcripts, records, reports and files.
- 18.3 Helps to monitor individual student progress and ensures appropriate counsel is provided.
- 18.4 Helps to continually monitor and improve the satisfaction level of students.
- 18.5 Helps to ensure the provision of needed assistance to each student in obtaining employment or acceptance into an educational program.
- 18.6 Helps to maintain up-to-date class lists, final grades, graduation results, and follow-up employment results.
- 18.7 Attempts to constantly improve the success of program graduates.
- 18.8 Constantly seeks advice from employers/receiving institutions on how to develop more recognized graduates.