

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2025**

PROGRAM MANAGER

FLSA STATUS: EXEMPT - PAY GRADE: 20 – P

**JOB FAMILY: MANAGERIAL/SUPERVISORY – ACADEMICS
JOB FUNCTION: MANAGERIAL/SUPERVISORY**

GENERAL STATEMENT OF JOB

The Program Manager provides operational leadership in developing, planning, and implementing comprehensive post-secondary adult vocational, academic, and/or continuing workforce education programs. This position organizes, directs, and controls the complete operational and instructional life cycle of the assigned program(s) to ensure they meet College, departmental, and community goals for student success and workforce readiness.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES *(depending upon assignment)*

Leads the strategic planning, development, and administration of the program, and ensures alignment with College mission, industry trends, and community needs across all instructional and non-instructional components.

Directs and manages the daily operations, scheduling, and logistical needs of the program, including student enrollment, progression, completion, and facility utilization.

Coordinates the program's curriculum review, development, and quality control processes to ensure instructional effectiveness, academic integrity, and relevance to student career pathways.

Interprets, administers, and enforces all College policies, departmental procedures, and relevant local, state, federal, and professional regulatory/accreditation standards (e.g., licensure, certification bodies).

Develops, manages, and/or monitors the program's operating budget, and ensures fiscal responsibility. Identifies, pursues, and/or manages resources, including equipment, materials, and/or potential external funding sources (e.g., grants).

Serves as the primary representative for the College and program with key external stakeholders, including civic groups, community officials, industry partners, and regulatory agencies.

Oversees, directs, and supervises assigned staff; provides mentorship and leadership; conducts performance evaluations; ensures that employees follow policies and procedures; approves leave requests and timesheets; and makes hiring, termination, and disciplinary recommendations. Ensures that staff are trained, provides coaching, and facilitates professional development opportunities.

Collects, analyzes, and interprets program data (e.g., enrollment, retention, job placement, outcomes) to inform policy formulation, continuous improvement initiatives, and strategic short-term and long-term decision-making.

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Oversees and, when necessary, directly provides comprehensive advising and informational support to program participants regarding enrollment requirements, academic planning, and completion pathways.

Utilizes a student-centered planning approach to developing, planning, and implementing programs that prioritize the interests and aspirations of the individual student, employers, and associations.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision is exercised over assigned staff.

MINIMUM QUALIFICATIONS

Bachelor's degree from a regionally accredited college or university and three (3) years of related experience.

PREFERRED QUALIFICATIONS

Bachelor's degree from a regionally accredited institution and three (3) years of program management and supervisory experience, preferably in a higher education environment.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

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Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 01/02

Revised: 4/09; 11/14/25