

MANAGER, CONTINUING EDUCATION ACCREDITATION AND PLANNING

DEFINITION

Under administrative direction, the Manager, Continuing Education Accreditation and Planning will plan, organize, and manage activities involved in planning, program review, and accreditation; implement, coordinate, and direct projects, personnel, resources, and communications to meet College needs; serves as the primary resource for interpreting new requirements and updating School of Continuing Education (SCE) accreditation procedures.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the assigned managerial personnel. Exercises direct and general supervision over staff.

CLASS CHARACTERISTICS

This position is within the classified administrator classification, which plans, organizes, manages, provides direction and oversight, and participates in all operations, activities, and services of the program or department. The incumbent is responsible for participating in organizing and performing highly responsible professional duties in support of College planning, program review, accreditation, and institutional effectiveness processes, as well as student learning outcomes, assessment cycles, the College's integrated planning cycle, and other programs/initiatives. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities, providing professional-level support to assigned managerial personnel in various areas. Successful performance of the work requires an extensive professional background as well as skill in managing departmental tasks.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Manages and provides college-level leadership and coordination for School of Continuing Education (SCE) planning and Accrediting Commission for Schools, Western Association of Schools and Colleges (ACS WASC) accreditation activities, ensuring alignment, integration, and effective communication with ACCJC standards and the College's institutional accreditation processes.
2. Provides leadership as the SCE liaison to lead, coordinate, and evaluate the implementation of Mt. SAC comprehensive strategic plans and objectives, such as California Community Colleges Vision 2030 and SCE 2035.
3. Serves as a key spokesperson for SCE planning, program review, and WASC and ACCJC accreditation objectives, ensuring clarity, consistency, alignment, and engagement across all college constituencies.
4. Organizes, facilitates, and leads SCE Division and program-level accreditation workgroups consisting of faculty, managers, and classified employees in the completion of the WASC self-study and Mid-Cycle Report.

5. Organizes and leads all preparatory activities for the ACS WASC Visiting Team, including coordination of the required visits and virtual Mid-Cycle review, to support institutional readiness for assessment and accreditation status determination.
6. Leads and coordinates SCE ACS WASC activities to support alignment with Accrediting Commission for Community and Junior Colleges (ACCJC) accreditation processes and ensures consistency in documentation and timelines.
7. Oversees and ensures preparation, completion, and submission of required files and reports to the College and to reporting agencies.
8. Oversees and ensures coordinated implementation of the 6-year SCE WASC Action Plan throughout the division, maintaining accountability for timelines, compliance, and reporting.
9. Provides training and guidance to management, faculty, and staff on accreditation requirements, processes, and documentation to ensure consistent implementation, compliance, and alignment with division planning and program review cycles.
10. Coordinates division engagement in the College Program Review process by ensuring program analysis of validated learning outcomes and performance data guide program review and improvement efforts and resource requests.
11. Ensures program review findings are integrated into WASC accreditation processes, including the Self-Study, Action Plans, and Mid-Cycle Reports.
12. Reviews and verifies, in partnership with management, the accuracy of annual Student Learning Outcomes (SLO) and Program Learning Outcomes (PLO) reporting, as well as Career Development and College Preparation (CDCP) data, to ensure compliance with required Management Information Systems (MIS) reporting standards.
13. Coordinates and ensures alignment among state, federal, and College plans so that goals, objectives, and metrics reinforce one another and effectively guide program assessment, evaluation, and continuous improvement; organizes and facilitates group processes, leads meetings, and builds consensus across divisions and departments, such as Division-wide advisory meetings as required by ACS-WASC.
14. Assists with the selection, training, motivation, and direction of department-assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
15. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
17. Utilizes critical thinking, sound decision-making, and problem-solving skills with tact, confidence, and diplomacy.
18. Implements, enforces, supports, and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
19. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees mandated trainings, and DEISAA related trainings as required.

20. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
21. Performs related duties as assigned consistent with the scope of the position.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work procedures.
3. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
4. Accreditation standards, principles, policies, and processes for postsecondary institutions, including ACS WASC and ACCJC frameworks.
5. Adult education program structures, noncredit and community services regulations, and implementation practices.
6. Methods and techniques for collecting, analyzing, and reporting data to meet state, federal, and accrediting agency requirements.
7. Research-based strategies that support student retention, program quality, and institutional effectiveness.
8. Performance indicators, metrics, and evaluation methodologies used to assess program outcomes and institutional impact.
9. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
10. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
11. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in recruitment and retention of faculty, management, and staff.
3. Exercise critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.
4. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.

5. Analyze qualitative and quantitative data to support planning, reporting, program review, and accreditation requirements.
6. Establish and maintain a variety of filing, record-keeping, and tracking systems.
7. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
8. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
9. Communicate effectively through various modalities.
10. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
11. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
12. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to a bachelor's degree from a regionally or nationally accredited college or university; and
2. Three (3) full-time equivalent years of administrative or leadership experience in higher education, including at least two (2) full-time equivalent years of technical writing experience and/or experience in planning, organizing, and supporting a formal accreditation process, student learning outcomes, and/or integrated planning processes.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office

classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.