

**Special Projects Manager**  
**San Diego Community College District**

Direct Link: <https://www.AcademicKeys.com/r?job=238535>

Downloaded On: Jul. 8, 2024 1:26pm

Posted Jul. 3, 2024, set to expire Aug. 2, 2024

<b>Job Title</b>	Special Projects Manager
<b>Department</b>	School of Business, Technical Careers and Workforce Initiatives
<b>Institution</b>	San Diego Community College District San Diego, California
<b>Date Posted</b>	Jul. 3, 2024
<b>Application Deadline</b>	08/02/2024
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Administration - Other
<b>Apply Online Here</b>	<a href="https://apptrkr.com/5373540">https://apptrkr.com/5373540</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

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**Special Projects Manager**

**San Diego Community College District**

**Closing Date:** 8/2/2024

**Position Number:** 00120543

**Location:** San Diego Miramar College

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**Position Type:** Classified

### **The Position:**

Posting Details (Default Section)

Closing Date: 08/02/2024 Open Until Filled No Classification Title Special Projects Manager Working Title Special Projects Manager [RESTRICTED] Customer Relations Management and Career Technical Education Marketing Plan Implementation Recruitment Limits Location San Diego Miramar College Pay Information **This is a restricted position. The position may continue, based upon renewal of funding**

Range 4 (\$9,456.53- \$15,403.70) per month based on the 2024 Management Salary Schedule. New employees -Initial salary placement is commensurate with related experience. Promoted or transferred employees will be placed as specified in the CBA and is non-negotiable. The District offers a comprehensive fringe benefit package including employer paid: medical, dental, and vision plans; sick and vacation leave; and opportunities for professional development. Initial Salary Placement, Promoted or transferred employees will be placed as specified in the Management Employees Handbook.

This position is FLSA Exempt and may not accrue overtime. A temporary probationary period will be applied to the employee entering this assignment. The SDCCD Employment Web Page provides a link to employee collective bargaining agreements and handbooks, and more information about terms and conditions of employment to include salary and benefits. Position Equivalent FTE: 1.0 FTE No. Months: 12 Months Position Number: 00120543 FLSA Status Exempt (does not accrue overtime) Position Type Classified Bargaining Unit Management Range 4 Department School of Business, Technical Careers and Workforce Initiatives The Position San Diego Miramar College, a student-ready college, invites all qualified candidates to apply for the position of Special Projects Manager [RESTRICTED] Customer Relations Management and Career Technical Education Marketing Plan Implementation.

Under the direction of the Dean of Business, Technical and Workforce Initiatives and in collaboration with the Dean of Enrollment Services, the CRM Project Manager coordinates the implementation activities of the Element 451 system and oversees internal project needs including requirements, scope, and timelines. Perform related duties as assigned, which include:

- Oversee campus wide implementation of the CRM platform and Career Education Marketing Plan; develop comprehensive implementation plan outlining timelines, milestones, and responsibilities
- Work with key stake holders for adoption awareness, planning, and to develop

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- institutionalization plan, which includes training new users
- Conduct needs assessments for departments and programs in CRM through process mapping.
- Meet with users to translate their needs into applied functionality and execute the required work in the platform
- Create infrastructure and a centralization process for sustainability of the product
- Plan, create, and manage customer database and communication records
- Develop the project implementation schedule and monitor milestone progress. Adhere to project timeline and scope as agreed upon
- Coordinate project tasks, hand-offs between project team members, testing activities, and regular updates to the project plan
- Student success/milestone metrics and feedback loops management: knowledge of how student engagement on platform relates to student enrollment and other student reporting needs.
- Develop a team to define and document standards for data entry and system use, including user manual for standard operating procedures
- Coordinate regular core implementation team meetings and stakeholder consultation
- Define and prioritize maintenance and change orders for users
- Create dashboards and reports on return of investment metrics as well as to create processes to access them
- Report out regularly on project progress and milestones; assure internal stakeholders meet project goals and objective
- Identify risks and risk mitigation strategies, escalating issues as needed to the CRM
- Serve as the primary point-of-contact for coordinating project tasks with CRM implementation team members
- Monitor data sources and follow up as appropriate; coordinate data collection along with institutional research
- Manage internal campus relationships, as well as with the district office and platform vendor
- Serve as the primary point-of-contact for coordinating project tasks with CRM implementation team members

Miramar College, a leader in providing student access and success, seeks candidates who are motivated by serving students in a college community and are committed to diversity, equity, and inclusion (DEI).

We are a fast-growing and innovative college with a freshly adopted focus on diversity, equity, and inclusion as we move into a new era. Recently designated as an emerging Minority Serving Institution

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(MSI) the College is committed to helping students access higher education and achieve success inside and outside the classroom.

The College is located in the Mira Mesa/Scripps Ranch area of San Diego and is one of four colleges/centers in the San Diego Community College District. Our **student population** of 14,193 [African American (5%), Native American (<1%), Asian (14%), Filipino (7%), Latinx (30%), Multiple Ethnicities (8%), Pacific Islander (1%), White (32%), Unreported (2%)], is reflective of the diverse community we serve. In addition to expertise in their field, San Diego Miramar College seeks applicants who possess the knowledge, skills, and abilities to support our diverse student populations.

Additionally, candidates should be able to demonstrate ways they will develop tools and resources to better serve **historically marginalized and minoritized populations**. We strongly encourage candidates who possess the experience for the position, and who are student-centered and continue to demonstrate a commitment to diversity, equity, and inclusion (DEI) to best serve our student population. Those who join our team at San Diego Miramar College can expect to be part of an inclusive, innovative, and equity-focused community that promotes broad collaboration among faculty, classified professionals, administration, students, and community and industry partners. We are proud of our commitment to create a socially just and responsive culture, host ethnically diverse speakers, and support various equity-focused professional development opportunities. Our college strives to ensure that students reach their full potential by eliminating gaps in academic outcomes that traditionally hinder students of color and disproportionately impacted students. In fact, the college's commitment to diversity, equity, and inclusion is encapsulated by our newly adopted Strategic Goal #5: Miramar College Strategic Goal #5 Diversity, Equity, and Inclusion (DEI) - Build an environment that embraces diversity, equity, inclusion, anti-racism, and social justice for the benefit of the college community. Strategic Direction 1- Systematically update college processes, programs, and practices within a comprehensive equity framework for equity-minded practices in the workplace, the classroom, and support programs/services. Strategic Direction 2- Establish comprehensive professional development for the campus community to increase capacity around and engage in equity, diversity, inclusion, social justice, and anti-racism. Strategic Direction 3- Systematically review, develop and incorporate equity-minded practices in: 1) culturally responsive instructional pedagogy, 2) student-centered services, and 3) recruitment, screening, and retention of employees. Applicants can review Miramar College's full strategic plan on Miramar College's:

[https://sdmiramar.edu/sites/default/files/2021-07/San\\_Diego\\_Miramar\\_College\\_Fall\\_2020-Spring\\_2027\\_Strategic\\_Plan.pdf](https://sdmiramar.edu/sites/default/files/2021-07/San_Diego_Miramar_College_Fall_2020-Spring_2027_Strategic_Plan.pdf)

Applications are currently being accepted for Special Projects Manager in the School of Business, Technical Careers and Workforce Initiatives, located at San Diego Miramar College. Hours are Monday - Friday, 8a - 5pm. Selected candidate must be willing to adjust work days/hours based on the department's needs.

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Please note that an employee may be transferred to any site at the option of the Chancellor.

**This is a restricted position and may continue contingent upon grant funding. The position may continue, based upon renewal of funding.** Classification Description Click [here](#) for description.

If you would like to open the link in a different tab or window, right click and select the option. Desired Qualifications

- Experience use in customer relations management tools
- A high level of attention to detail
- Excellent interpersonal skills and the ability to build relationships across a diverse community of stakeholders
- Relay technical terms and components to general audiences
- Proven marketing expertise and implementation, minimum three years in sales, marketing, or supervisory customer service position
- User Interface (UI) and User Experience (UX) Design
- Experience in creating accessible content for multiple modalities
- Data modeling and database design expertise
- Graduate level degree in sales, marketing, business, or a related industry
- Progressively responsible project management experience; or an equivalent combination of training and experience. Experience managing software implementation or process improvement projects is strongly preferred
- Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities
- Ability to develop and maintain effective working relationships involving interactions and communications
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- Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues

Foreign Degree: Applicants with foreign degrees from colleges or universities outside of the United

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States must have their coursework evaluated by a professional association that is a member of the National Association of Credential Evaluation Services (**NACES**) or Academic Credentials Evaluation Institute, INC. (**ACEI**). A copy of the evaluation must be submitted with your online application. Commitment to Diversity: All applicants must have demonstrated cultural competency and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and classified professionals. Special Instructions to Applicants: San Diego Miramar College is piloting anonymous screening format as a means to minimize implicit bias in the screening of applications. The anonymous screening format of applications refers to the process of reviewing applications without revealing the personal information of the applicants, such as their name, gender, or other potentially biased details. This approach aims to eliminate unconscious biases, promoting fair and objective evaluation based solely on the experience of the applicants. By anonymizing applications, screening committees create a more inclusive and diverse hiring process.

To ensure **full** consideration, qualified candidates must submit a **complete** online application that includes the items listed (extraneous material will not be reviewed). References to resumes or other uploaded documents within the online application will be considered an "incomplete" application; please enter "N/A" if any section does not apply.

1. Complete the online application, including examples and outcomes listed within the Duties section of your Employment History; AND,
2. Complete responses to the Supplemental Questions, including examples and outcomes;
3. Current Resume or Curriculum Vitae summarizing educational background and experience;
4. Cover Letter specifically describing how your experience aligns with the job duties above
5. Three (3) Professional References
6. Unofficial transcripts (Optional)

**Important:** To ensure consistency and fairness to all candidates, please do not submit materials other than those requested (i.e., personal photo, articles you've written, etc). Please only upload requested documents using respective document name labels. Uploading extraneous materials, unless specifically requested within this posting, may result in your application not being reviewed. Only complete application packets will be forwarded to the committee.

- Application materials sent via mail, fax, or email will **not** be accepted.
- Note that correspondence, including interview invitations, will be sent to you via email.
- All inquiries, nominations and applications will be held in the strictest confidence.



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Tentative Timeline (Subject to Amendments) Conditions of Employment: **SELECTED CANDIDATE IS REQUIRED TO COMPLETE THE FOLLOWING PRIOR TO EMPLOYMENT:**

- Submit "official" college transcripts as stated on application (even if a degree is not a requirement for this position); Including Foreign Degree Evaluation, if applicable.
- Provide a Certificate of Tuberculosis Exam for initial appointment (Note: The certificate must be renewed every 4 years as a condition of continuing employment);
- Have fingerprints taken by a Live Scan computer at the District's expense (Clearance must be received prior to first day of employment);
- Present original documents for proof of eligibility to work in the United States **as required by the I9 Employment Eligibility Verification form**; AND,
- Attend a new hire processing appointment in People, Culture, and Technology Services located at the District Administrative Offices.

**EMPLOYMENT AFTER RETIREMENT**

If you accept a contract (permanent) position with SDCCD and are a retired annuitant with CalPERS or CalSTRS, you must reinstate from your retirement system. Please reference the [CalPERS](#) or [CalSTRS](#) website for further information. Additional Information: **EMPLOYEE BENEFITS**

SDCCD provides a comprehensive fringe benefit package for its full-time classified employees. The District contributes toward the cost of the premium (including dependent coverage) for the medical insurance plan options. Additional benefits include dental, vision, sick leave, vacation and opportunities for professional development. Contract employees become members of the California Public Employees' Retirement System (CalPERS) upon appointment. Posting Number CL01678

**Major Responsibilities:**

**Qualifications:**

**Desired Qualifications:**

- Experience use in customer relations management tools
- A high level of attention to detail
- Excellent interpersonal skills and the ability to build relationships across a diverse

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### Licenses:

### Pay Information:

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**To apply, visit: <https://www.sdccdjobs.com>**

*All applicants must have demonstrated cultural competency and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students and staff.*

### **Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

#### **Contact**

School of Business, Technical Careers and  
Workforce Initiatives  
San Diego Community College District

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