Manager, Systems & Operations, City College for Municipal Employment (CCME)
Community College of Philadelphia

Job Title	Manager, Systems & Operations, City College for Municipal Employment (CCME)
Department	All Jobs
Institution	Community College of Philadelphia Philadelphia, Pennsylvania
Date Posted	Dec. 22, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff Director/Manager
Academic Field(s)	Administration - Other
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Job Description	

Posting Details

Position Information

Position Title: Manager, Systems & Operations, City College for Municipal Employment (CCME)

Requisition Number: SCA00874

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General Description

Reporting to the Director of the City College for Municipal Employment (CCME), the Manager of Systems & Operations plays a critical role in building, optimizing, and sustaining the infrastructure that powers CCME's impact. This position designs, implements, and oversees technology, data, and operational systems that support seamless program delivery and rigorous performance monitoring across all CCME pathways and initiatives.

As a key member of the CCME leadership team, the Manager works collaboratively with Institutional Research, Information Technology, and other College partners to develop and formalize processes that ensure high-quality data collection, maintenance, analysis, and reporting. The Manager leads efforts to streamline workflows, strengthen cross-unit coordination, and ensure CCME has the operational capacity and insights needed to drive continuous improvement, meet performance targets, and support the success of all CCME learners.

This position is grant funded. Employment is based upon continuation of grant funding.

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational chance in this city and beyond.

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Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

- Ensure all CCME participants are accurately and promptly coded in Banner, including cohort and attribute codes, and maintain quality-control checks to prevent delays or errors.
- Oversee the timely creation, coding, and maintenance of all CCME-associated courses in Banner in partnership with Academic Affairs, Enrollment, and IT.
- Develop, implement, and continuously refine systems and workflows that support smooth CCME operations, including intake, registration, financial aid packaging, and program completion tracking.
- Collaborate with College partners to identify, assess, and prioritize solutions for new and emerging operational challenges.
- In conjunction with Institutional Research, build, or support the development of automated dashboards to track CCME performance, enrollment, completion, employment outcomes, and other key indicators.
- Generate and deliver timely, accurate data reports (including visualizations) to the City of Philadelphia and other external stakeholders, ensuring alignment with reporting requirements.
- Produce regular and ad hoc data reports for College leadership, providing clear visualizations and interpretation of trends to inform decision-making.
- Maintain and update the CCME data dictionary, ensuring consistent definitions, data integrity, and clarity of system processes across all CCME pathways.
- Leverage data insights to assist the Director and CCME leadership in budget forecasting, resource allocation, and program strategy.
- Co-develop and maintain processes and systems for tracking and evaluating the progress of individual CCME students and cohorts, including disaggregated analyses.
- Ensure operational processes support timely coding, financial aid packaging, and proper billing of CCME students, in coordination with Enrollment Services and Financial Aid.
- Learn relevant College processes, procedures, and systems (e.g., Slate, Banner, workflows for

course creation and financial aid processes) and train CCME colleagues to ensure consistency and compliance.

- Establish documentation of all standard operating procedures (SOPs) for CCME systems and operations and update them regularly.
- Support continuous improvement efforts by collecting feedback from staff and partners and using data to identify inefficiencies and opportunities for strengthening operations.
- Demonstrate sensitivity, understanding, and respect for a diverse academic environment, inclusive of students, faculty, and staff of varying social, economic, cultural, ideological, and racial and ethnic backgrounds.
- Deliver quality customer service to internal and external constituents in a timely, professional, and courteous manner.
- Perform assigned duties in a manner consistent with the mission, goals, and core values of the College.
- Other duties as assigned.

Minimum Qualifications

- Bachelor's degree in data analytics, information systems, public administration, education, business, or a related field.
- At least 2 years of professional experience in data management, systems operations, process improvement, institutional effectiveness, or a closely related area.
- Demonstrated experience working with enterprise data systems (e.g., Banner, Slate, Salesforce, or similar SIS/CRM platforms).
- Strong knowledge of relational database architecture, tables, and data sets.
- Demonstrated proficiency utilizing multiple applications such as SharePoint, dashboards, and website development tools is required.
- Basic proficiency in Excel, SQL, and Tableau.
- Ability to design, implement, and improve processes, workflows, or operational systems.
- Strong project management skills, including the ability to balance multiple priorities, meet deadlines, and manage complex or cross-functional initiatives.
- Strong communication skills, including the ability to translate technical information into clear, actionable insights for diverse stakeholders.
- Ability to learn new systems quickly and develop training materials to onboard colleagues on technical or process-related functions.
- Strong attention to detail, data accuracy, and quality assurance.
- Demonstrated ability to maintain sensitivity, understanding, and respect for a diverse academic environment, inclusive of students, faculty, and staff of varying social, economic, cultural, ideological, and racial and ethnic backgrounds.

- Strong written, verbal, and interpersonal communication skills required.

Preferred Qualifications

- Master's degree in a related field (e.g., data analytics, public administration, higher education, or IT management).
- Experience working in higher education or public-sector environments with complex reporting requirements.

Work Location: Main Campus

Benefits Summary

Benefits:

"Success Starts Here" at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

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For More information about the College benefits and eligibility based on employee class, please visit:
https://www.myccp.online/human-resources/benefits-eligibility

Salary Grade or Rank: 3

Min Salary/Hourly Rate: $54,498

Max Salary/Hourly Rate: $89,921

Job Posting Open Date: 12/18/2025

Type of Position: Administrator

Employment Status: Full-Time

Special Instructions to Applicants

Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
   - CareerBuilder.com
   - Higheredjobs.com
   - LinkedIn

- The Chronicle
- Veterans Job Fair
- Professional & Technology Diversity Career Fair
- AL DIA - Diversity Career Fair
- Community College of Philadelphia Website
- Indeed.com
- Other

2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

   (Open Ended Question)

3. * What is the highest level of education you have completed?
   - No Response
   - High School/GED
   - Associates Degree
   - Bachelor's Degree
   - Master's Degree
   - Doctorate
   - Other

4. * Do you have at least 2 years of professional experience in data management, systems operations, process improvement, institutional effectiveness, or a closely related area?
   - Yes
   - No

5. * Do you have Bachelor's degree in data analytics, information systems, public administration, education, business, or a related field?
   - Yes
   - No

Documents Needed to Apply

Required Documents

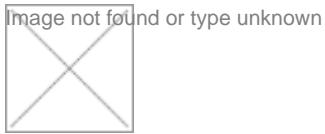1. Resume
2. Cover Letter/Letter of Application

Optional Documents

1. References

PI280756134

Contact Information

Contact	Abby Ametrano Aametrano@ccp.edu
	All Jobs
	Community College of Philadelphia
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