

JOB DESCRIPTION:	Assistant Director – Professional Development		
DEPARTMENT:	Employee Services & Programs		
REPORT TO:	Executive Director of Employee Services & Programs		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	424100	DATE APPROVED:	11-MAR-2021
		DATE MODIFIED:	04-MAR-2025

SUMMARY: Responsible for the overall design, development and direct activities for the management and implementation of transformative programs with emphasis on customer service and business process management methodologies including people, data, processes, and investments.

DUTIES:

1. Manages a portfolio of complex initiatives, projects, and programs that spans one or multiple departments' or division's strategic objectives.
2. Manages program elements and constraints to include but not limited to strategy, budget, schedule, and scope to deliver high quality programs throughout lifecycle of project, for the Professional Development office.
3. Maintains the WNMU Professional Development website which includes but not limited to uploading training events, updating any program changes or processes as needed. Maintains the backend data for Staff development, and other programs as designated.
4. Engages multi-level, cross-functional teams to evaluate, develop and manage projects and programs that support the overall demands of key stakeholders as well as university initiatives.
5. Develops mechanisms to monitor progress and to manage risk from identification to mitigation, managing resolution through the stakeholder and functional team members.
6. Ensures projects adherence to University frameworks and all documentation is maintained appropriately for each project.
7. Prepares necessary materials for implementation training (including employee orientations and on-boarding, business process methodology, etc.). Chairs and facilitates all trainings where needed.
8. Assists in developing project and program strategies for business process methodologies for departments as required by creating a formal business process framework that can be adopted by all departments within the professional development department and beyond.
9. Leverage tools to create a repository/library of key process and procedures that support the business functions for professional development. (Information knowledge base and data automation).
10. Specializes in collection of data, organization of data, and analysis of data to accurately report findings so that departments can make informed decisions (CSAT data – customer/employee surveys)
11. Assists leadership with projects, reports required, and trend data required for institutional decisions and external reporting
12. Participates in departmental and University committees and special projects.
13. Performs other duties as assigned.

REQUIREMENTS:

1. **Education/Background:** Associate's degree in related field with 2 years of experience or

Highschool diploma/GED required with 4 years of experience or sufficient work experience in program/project management field. Bilingual (Spanish) preferred.

2. **Job Knowledge:** Knowledge of diverse training methods within different levels of employment. Must be able to adapt to instructional needs of the department depending on circumstances. Knowledge of results driven training curriculum. Must be knowledgeable of university policies and procedures. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications at intermediate/expert level. Knowledge of web page design and maintenance. Must have demonstrated ability to work independently, with little supervision, well organized in thought, as well as written and verbal communication. Must be able to manage multiple, completing tasks/ priorities, easily relates to multiple levels of organization, knowledge of diverse training methods within different levels of employment. Experience establishing business practices, templates, policies, tools, and partnerships to expand and mature program management capabilities. Demonstrated strong leadership, interpersonal, organizational and communication skills, including ability to utilize diplomatic and motivational ability to lead up, across and down multiple organizations.
1. **Working Conditions/Physical Demands** (With or Without Accommodations): Normal office environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
2. **Other requirements:**
 - a. Requires a valid driver's license.
 - b. Required to complete Defensive Driving Course within 6 months. (If applicable to the role)

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)