

JOB DESCRIPTION:	Program Manager – General		
DEPARTMENT:	Varies		
REPORT TO:	Department or Program – Varies		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	500000	DATE APPROVED:	11-MAY-2021
		DATE MODIFIED:	17-MAR-2025

SUMMARY: Provides overview, coordination, and assistance in the planning, development, implementation, and management for the department or programs.

DUTIES:

1. Assist as the primary contact on matters of the department or program.
2. Manages, prepares, and distributes a variety of materials, schedules meetings, and appointments for the department or program. May maintains calendars for several assigned personnel in the department or program.
3. Screens telephone calls, incoming mail, and visitors for the department or program. Initiates, composes, and types a variety of internal and external correspondence and memos as needed within delegated authority.
4. May manage department or program budget in coordination with Business Affairs and Accounting. Interprets, monitors, and analyzes financial operations and transactions, forecasts trends and provides reports and analyses for the department or program. Prepares formal budget documents, expense projections, and reports for programs' management, University, and state funding sources for approval of budget revisions and adjustments.
5. Maintains confidential files and records of division information. Collects, compiles, and prepares materials, statistics, and documents for annual strategic planning sessions. Assists in preparation of paper, electronic documents, and communications. Reviews documents and electronic resources, as per departments activities or needs, including but not limited to advising needs.
6. May schedule and coordinate travel arrangements as needed for the department or program.
7. Performs research of specific department information in support of special projects. Assists with planning and coordinating a variety of events.
8. Answers questions and provides information about the department's or program's activities, functions, and facilitates resolution of concerns, issues, and problems. Refers complex inquiries to supervisor for resolution.
9. Understands and refers students to correct academic advisors for assistance. Assists in maintaining student advising files, either electronic or hard copy, as needed.
10. Plans and coordinates departmental or program audits for variety of purposes, including but not limited to accreditation, budget review, and compliance with University, state, and federal requirements.
11. Prepares standard and non-standard reports as needed or requested.
12. Ensures that expenditures are in compliance with University, state and federal requirements and standard accounting and auditing procedures.
13. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
14. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** High School Diploma or GED required with 2 years of experience in administrative, operational, or secretarial work in an executive setting with supervisory responsibilities. Associates degree preferred. Expertise in all Microsoft Office Suite including: Word, Excel, Access, Power Point, and Outlook. Completion of a post high school program in Office Management or closely related area may substitute for 1 year of the required experience. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Knowledge of applicable accrediting, licensing, regulatory requirements, standards, and reporting. Knowledge of principles, practices, and techniques of management, including supervision, training, motivation, and delegation to support staff. Knowledge of basic functions and operations of the divisions and University departments. Skill in the operation of a variety of office equipment and software including but not limited to computer, fax, copier, and telecommunication equipment. Skill in communicating courteously and professionally and in establishing and maintaining effective working relationships with a variety of community members, students, parents, and staff. Skill in working in an environment subject to frequent interruptions, changing priorities, and use of judgment in the release of confidential information. Skill in researching, compiling, and preparing reports and related information. Must be knowledgeable of University policies and procedures, and state and federal laws and regulations that apply to University processes. Must be sensitive to cultural differences within the University and community.
3. **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.
4. **Other requirements:**
 - a. Requires a valid New Mexico driver's license.
 - b. Must pass a Defensive Driving Course within 2 months of hire date. (If applicable)

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)