

# California State University, Fresno Foundation

## PROGRAM OPERATIONS MANAGER – BAY AREA ACADEMY

### **JOB ANNOUNCEMENT #25-734**

<b>POSITION SUMMARY:</b>	<p><b>Full-time, benefited position with the Bay Area Academy through the California State University, Fresno Foundation.</b> The Bay Area Academy (BAA) is a program of the College of Health and Human Services, Department of Social Work Education at California State University, Fresno. The California State University, Fresno Foundation provides employment and fiscal oversight for the Bay Area Academy. The BAA provides classroom training, coaching and organizational support to child welfare staff and other IV-E eligible agencies in 12 Bay Area counties.</p> <p>The Program Operations Manager (POM) oversees general operations related to programming on all Academy Contracts. The POM engages in and provides oversight for a range of capacity-building activities including contract deliverables, training operations and maintains an up-to-date understanding of new state initiatives in order to provide guidance to program staff. The state initiatives include, but aren't limited to Core Training for Social Workers, Supervisor Core, CARES and related training.</p> <p>The POM provides direct supervision and guidance to the Operations Team. Additionally, the POM oversees the linkage between operations, trainers/coaches and county staff development, and supports the ongoing improvement of training delivery in both process and content. This position is a member of the Executive Leadership Team and supports strategic planning processes and workforce analysis, both internally and externally.</p>
<b>ESSENTIAL JOB FUNCTIONS:</b>	<p><b>Contract Deliverables Planning and Oversight 40%</b></p> <ul style="list-style-type: none"> <li>• Oversight of assigned regional contract deliverables including but not limited to: CWS/CMS, Supervisor Core, Manager Core, SafeMeasures, and technical Supervisor-level deliverables (CWS/CMS, Safe Measures &amp; SDM), and other assigned advanced regional offerings</li> <li>• Oversees the scheduling of a minimum of thirteen Core cycles.</li> <li>• Coordinate with LSM on communication with Independent Contractors as curriculum updates are released in areas of responsibility.</li> <li>• Point of contact for trainers and counties related to any issues for Core, Supervisor Core and Manager Core training.</li> <li>• Coordinate efforts with Evaluation Specialist to ensure statewide mandated training embedded evaluations, knowledge tests and participant satisfaction surveys are completed electronically as it relates to areas of responsibility.</li> <li>• Develop operational infrastructure needed to deliver CARES services.</li> <li>• Partner with Learning Systems Manager to identify the ongoing and emerging needs for in-person services through oversight of training logistics including organization and access to curricula, evaluation and the learning management system.</li> <li>• Build a system that manages access to resources to participants, trainers and staff and create infrastructure for the provision of in-person services.</li> <li>• Provide daily oversight of contract deliverables.</li> </ul> <p><b>Training Operations Infrastructure 15%</b></p> <ul style="list-style-type: none"> <li>• Manage and update BAA's Operations Manual which provides description of duties, roles, and process flow and communication channels.</li> <li>• Responsible for agency communication of revisions and updates to operation processes.</li> <li>• Manage streamlining of BAA's Course Catalog and information as it relates to curriculum management in partnership with LSM.</li> <li>• Collaborate with LSM and provide leadership and guidance on system integration and infrastructure transitions.</li> </ul> <p><b>Supervision 10%</b></p> <ul style="list-style-type: none"> <li>• Supervise 2 Program Coordinators, Communications Coordinator, Service Planning Coordinator and Registrar Coordinator.</li> <li>• Regular coordination with Learning Systems Manager for operations related-processes and projects.</li> <li>• Provide 1:1 meetings monthly.</li> </ul>

	<ul style="list-style-type: none"> <li>Complete Annual Performance Evaluation and identify organizational, performance and professional goals.</li> </ul> <p><b>External Meetings 10%</b></p> <ul style="list-style-type: none"> <li>Primary point of contact with external entities in areas of responsibility.</li> <li>Identify agenda items and/or develop agendas, takes minutes, plan meeting agendas, facilitate meetings, attend meetings, distribute minutes and provide reports as needed.</li> <li>Regularly communicate information back to BAA staff as applicable.</li> <li>BAMM specific: Plan and facilitate all Quarterly meetings.</li> </ul> <p><b>Internal Meetings 10%</b></p> <ul style="list-style-type: none"> <li>Identify agenda items and/or develop agendas, takes minutes, plan meeting agendas, facilitate meetings, attend meetings, distribute minutes and provide reports as needed.</li> </ul> <p><b>BAA Tech Operations 5%</b></p> <ul style="list-style-type: none"> <li>Consult on the internal/external point of contact on all improvement/change efforts for Statewide LMS (CACWT).</li> <li>Provide guidance to Technology Specialist and Evaluation Specialist on central list of Statewide LMS (CACWT) reports.</li> <li>Provide input for ongoing website improvements, posting and functionality.</li> </ul> <p><b>Reports 5%</b></p> <ul style="list-style-type: none"> <li>Manage completion process for CDSS semi-annual report, County Contract quarterly reports, SWERT report and discretionary evaluation reports in partnership with the Evaluation Specialist.</li> </ul> <p><b>New Hire Orientation and Onboarding 5%</b></p> <ul style="list-style-type: none"> <li>Oversee the process for the onboarding and orientation for all new BAA staff.</li> <li>Manage BAA Orientation and Onboarding documentation.</li> <li>Other duties as assigned</li> </ul>
<b>POSITION REQUIREMENTS:</b>	<p><i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <ul style="list-style-type: none"> <li>Master's Degree in Social Work, Public Administration, Instructional Design or another related field preferred; or four (4) to ten (10) years related experience and/or training; or equivalent combination of education and experience.</li> <li>A minimum of three (3) years' experience working in child welfare, social services or related field.</li> <li>Excellent and demonstrated project management skills and abilities.</li> <li>Excellent and demonstrated skills and abilities for evaluating and improving procedures, processes and workflow.</li> <li>Knowledge of technical automated information systems and procedures.</li> <li>Understand the elements of coaching and supervision to skill and professional development.</li> <li>Understands the principles of the Integrated Core Practice Model, leadership, and implementation science.</li> <li>Excellent interpersonal, written and oral communication skills.</li> <li>Ability to apply independent judgment, maintain confidentiality, use discretion, and initiative to address problems and develop solutions.</li> <li>Ability to work individually and with a team.</li> <li>Expert in standard office software packages for correspondence and report preparation; especially Word, Excel and PowerPoint.</li> <li>Expert in common web-based platforms i.e. Google, Smartsheet, Qualtrics and common learning management systems.</li> <li>Proven skill maintaining harmonious relations with colleagues, organizing project leaders, troubleshooting knowledge of program/project specific policies.</li> <li>Ability to carry out assignments without detailed instructions.</li> <li>Demonstrate a high level of cross-cultural sensitivity.</li> <li>Excellent interpersonal skills such as diplomacy, accurate listening/speaking skills; the ability to work well with a wide variety of contacts; and write well, including clear, concise correspondence.</li> </ul>

	<b>Other Skills And Abilities:</b> <ul style="list-style-type: none"> <li>• Frequent travel within the 12 Bay Area Counties; Valid CA driver's license, reliable vehicle and insurance required.</li> <li>• Experience in program coordination and project management.</li> <li>• Demonstrated organizational skill and ability to prioritize tasks.</li> <li>• Ability to communicate in a friendly and professional manner with all Academy and County staff and other stakeholders</li> <li>• Ability to work independently with minimal supervision.</li> <li>• Ability to develop and follow through on an agreed upon work plan.</li> <li>• Demonstrated professional writing and speaking skills.</li> <li>• Demonstrated experience working in collaboration with other professionals.</li> <li>• Ability to edit and synthesize material from other staff.</li> </ul>
<b>COMPENSATION:</b>	<b>\$8,750.00 - \$9,083.33 per month (\$105,000 - \$109,000 annually).</b> Salary will be commensurate and competitive with experience and qualifications. Benefits include health, dental, vision, life and 401(k), vacation, sick leave, and holiday pay.
<b>DEADLINE:</b>	Application review begins <b>September 5, 2025</b> ; open until filled.
<b>TO APPLY:</b>	<p>Please visit the Auxiliary Human Resources page at <a href="https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html">https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html</a> for job announcement and application.</p> <p><b>E-mail completed application &amp; resume to:</b> <a href="mailto:auxiliary-hr@mail.fresnostate.edu">auxiliary-hr@mail.fresnostate.edu</a></p>

## **RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION**

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