



## PAU Job Description

**Job Title:** Program Manager, Continuing & Professional Studies  
**Department:** Continuing & Professional Studies  
**Reports to:** Vice President, Continuing & Professional Studies

### JOB SUMMARY

The Continuing & Professional Studies Program Manager plays a key role in the success of the Continuing & Professional Studies Program at PAU. The Program Manager is responsible for developing and improving the effectiveness of organizational processes and collaborates closely with the Executive Assistant for Continuing & Professional Studies and other PAU departments regarding the execution of processes and procedures. This position reports to the Vice President of the Continuing & Professional Studies Program but must be able to work effectively on an independent basis.

### JOB DESCRIPTION

- Independently implement, administer, and evaluate the day-to-day operations of the Continuing & Professional Studies Programs
- Develop, interpret and implement University policies, procedures, and resources for Continuing & Professional Studies Programs
- Work directly with CPS Office to create reports and formulate solutions and/or recommendations to achieve program goals and assist in the development of future courses, schedules, hiring's, and offerings.
- Manage content, update, and ensure the accuracy of data in the CPS system.
- Represent Continuing & Professional Studies at professional conferences and other outreach events
- Manage program participants through tracking progress toward completion, monitoring of registration and grades, and program learning outcomes.
- Drive revenue through managing marketing and sales campaigns and setting sales meetings.
- Work with the Vice President, Executive Assistant, and other University personnel to ensure program compliance with accreditation bodies and continuing education standards.
- Develop Continuing & Professional Studies course schedules and assigns and coordinates faculty scheduling.
- Build, create, and manage program Intranet and external web pages.
- Manage day-to-day relationship between CPS customers and PAU and its broader community.
- Recruit, hire, and may manage staff and students as needed.
- Plan, coordinate, and participate in organizational activities, events, and workshops.
- Assist with program development and recruitment, including but not limited to, advising prospective partners regarding program development requirements and options.
- Other duties as assigned.

### ESSENTIAL QUALIFICATIONS

- Bachelor's degree or equivalent required; Master's degree highly preferred
- 3-5 years minimum experience in a similar role; experience in a higher education environment
- Ability to navigate the university environment, work autonomously and manage multiple projects
- Strong knowledge and experience with a CRM
- Excellent written and verbal communication skills
- Excellent discretion in handling sensitive information and knowledge of FERPA regulations
- Ability to commute between four campus locations when needed
- Available to work occasional evenings and weekends when needed

To apply, please send resumes to [pzapf@paloaltou.edu](mailto:pzapf@paloaltou.edu).