To apply, submit an employment application (<a>click here for application</a>), resume, and letter of interest to: <Position Title of Hiring Manager>
5301 S Highway 16
Rapid City, SD 57701

DIRECTOR OF WORKFORCE AND CONTINUING EDUCATION

Position Description

Summary

The Director of Workforce and Continuing Education directs and guides the overall regional enrollment effort for National American University as directed by the Regional Vice President of Workforce and Continuing Education. The Director of Workforce and Continuing Education fosters a caring and supportive environment, develops public relations contacts in person and by telephone, demonstrates a caring attitude toward students and other employees, and assists students in achieving their educational and career goals in accordance with the mission, core values, and purposes of the university.

Minimum Qualifications

The Director of Workforce and Continuing Education must satisfy the following minimum qualifications:

1. Bachelor’s degree or equivalent education and business-related experience required, and

2. Minimum two years higher education or management-related experience or a combination of both required.

Skills and Attributes

The Director of Workforce and Continuing Education must possess the following skills and attributes: proven leadership skills; ability to handle multiple projects and processes simultaneously; strong attention to detail; excellent verbal, written and interpersonal communication; student-oriented attitude; integrity; professionalism; strong work ethic; collaboration and organizational skills; ability to work at a fast pace; adaptability; and willingness to learn and improve in all aspects of the position.

Essential Functions

The Director of Workforce and Continuing Education performs the following essential functions:

- Participates in the screening and hiring of new Workforce and Continuing Education (WCE) employees.
- Trains and manages Workforce and Continuing Education representatives.
- Identifies relevant workforce and continuing education courses and programs.
- Develops courses for workforce and continuing education programs.
• Monitors the pre course activities, the live course activities, and post course close out process.
• Conducts one-on-one coaching sessions with WCE representatives.
• Grows and maintains relationships with corporations, governmental agencies, and individuals to promote continuing education programs.
• Monitors and controls daily activity reports of WCE representatives.
• Maintains familiarity with the objectives, requirements, and content of all programs offered by the Workforce and Continuing Education division in order to assist staff in providing complete and factual information to prospective students and other interested parties.
• Keeps all required reports current and accurate.
• Impacts admissions employee retention through continuous training programs.
• Monitors current enrollment trends and practices for continuous training programs.
• Conducts procedural audits including phone and interview scripting, Salesforce.com data entry, and inquiry tracking and reporting.
• Submits recommendations to the Regional Vice President for Workforce and Continuing Education on process and continuous quality improvement issues and/or initiatives.
• Meet monthly goals as established by the Regional Vice President for Workforce and Continuing Education.
• Conduct weekly performance meeting with WCE representatives and build performance plans.
• Perform other duties as assigned.

Required Work Hours
A minimum of forty hours per week, plus other hours as may be necessary to complete job duties. A combination of day, evening, and weekend hours is required.

Reporting and Supervisory Responsibilities

1. The Director of Workforce and Continuing Education reports to the Vice President of Workforce and Continuing Education.
2. This position supervises assigned full- and part-time workforce and continuing education representatives.

Physical Requirements
The Director of Workforce and Continuing Education must be able to speak, hear, see, write, type, dial, reach, and bend. This position also requires the ability to lift, carry, push, and pull up to 20 pounds.

Travel
Some travel, including airline travel and overnight stays, is required.