### Job Description

**Position Title:** Director, Continuing Education  
**Department:** Office of Online Learning and Continuing Education  
**Reports To:** Associate Provost for Online Learning and Continuing Education

The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.

**General Function (Description):**

The Director of Continuing Education is responsible for the development, marketing, coordination, implementation, evaluation, and administration of all continuing education and career development programs housed in the Professional Learning and Continuing Education (PLACE) at CAU which include all career and workforce development credentials, noncredit courses and programs, community-based education, and customized training for business and industry. In this role, the Director will supervise all support staff and part-time faculty directly or indirectly responsible for the PLACE activities. This individual will also contribute to the strategic planning, budgeting, operation, and assessment of all OLCE departments. Responsibilities also include formalizing continuing education service agreements, program planning, and serving as a liaison between the Online Learning and Continuing Education (OLCE) office and continuing education partners.

The Director works collaboratively with the Associate Provost to seek out new program opportunities aligned to interdisciplinary initiatives established by CAU academic departments (including development of credentials aligned to competency-based degree programs at the undergraduate level), and to work collaboratively with other OLCE staff to create/modify courses, programs, and activities to meet the ever-changing needs of individual learners, partners in all sectors, and the CAU community. Some evening and weekend activities may be periodically required.

**Examples of Duties and Responsibilities:**

The Director performs the following duties:

- Supervise personnel engaged in the delivery of continuing education including program coordinators, instructors, and other staff who support CE programs and related events;
- Plan, develop, market, implement and evaluate programs in the Department;
- Engage CAU academic departments in assessing opportunities to establish interdisciplinary staked credentials;
- Engage formal and informal partners in creating opportunities for new career development credentials;
- Monitor enrollment, tuition payments, learner evaluations, success rates, and instructor evaluations and use to inform continuous improvement;
- Collect, manage, and use appropriate data to monitor progress and prepare reports that document the productivity of programs;
- Manage all reporting required for maintaining approvals for the granting of licensures, certifications, and Continuing Education Units to appropriate stakeholders and agencies (IACET and related Specialized Professional Accreditors (SPA);
- Recruit and advise potential participants; and
- Performs other duties as assigned by the Associate Provost for OLCE.
**Knowledge, Skills and Abilities:**

Master’s degree; three or more years of successful experience at a college, university, or similar setting; proficiency in using Microsoft Office Suite and strong attention to detail required. Experience with development of new accredited post-secondary programs is required. Exceptional organizational, interpersonal, written communication and team performance skills are also required.

The ideal candidate will possess the abovementioned knowledge, skills, as well as:

- Effective oral, interpersonal, and written communication skills;
- Ability to establish and maintain positive working relationships with other employees at all levels;
- Work independently within a broad strategic framework and institutional priorities;
- Exceptional customer service, problem solving, decision making, creative thinking skills;
- Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines;
- Excellent organizational, analytical and planning skills.
- Ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion.
- Ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change with a positive attitude.
- Display self-confidence, patience, empathy, and availability when building rapport with constituents.
- Understand and adapt quickly to multi-generational needs and characteristics;
- Availability to periodically work or meet in the evenings and/or on weekends;
- Ability to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the unit;
- Ability to project a professional image and meet high customer service standards;

**Minimum Hiring Standards:**

<table>
<thead>
<tr>
<th>Education</th>
<th>Master’s degree required</th>
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<tbody>
<tr>
<td>Years of Experience</td>
<td>Three or more years of successful experience at a college, university, or similar setting relevant to working with adult learners</td>
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<tr>
<td>Years of Management/Supervisor Experience</td>
<td>N/A</td>
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</tbody>
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