Manager –
Centre for Community Workforce Development

Location	**Terrace**
Employee Group	**Excluded**
Classification	
Position Number	**TBC**
Date	**September 2026**

Organizational Context

Coast Mountain College (CMTN) is situated on the traditional territories of six First Nations and plays a unique role in the social and economic success of the Northwest region of British Columbia, offering diverse programming to many students from all walks of life and experience.

Reporting to the Dean of the Centre for Community Workforce Development (CCWD), the Manager provides leadership and oversight of the day-to-day operations and administration of CCWD programming and contracts. The Manager leads a team of unionized staff, oversees operational activities, manages resources and budgets, and establishes service delivery standards to support effective program delivery. This position works closely with the Dean of CCWD, Finance department, Human Resources team, the academic Deans, and the Registrar's Office.

Purpose of Position

The purpose of this position is to provide strategic and operational leadership for the efficient and effective development and delivery of workforce programs. The Manager is accountable for the overall performance of the department including policy development and implementation, quality assurance standards, staff leadership and supervision, budget and resources management.

The Manager provides direction and oversight to unionized staff and is responsible for establishing priorities, managing operational performance, supporting staff development and ensuring that programs are delivered effectively and in accordance with organizational standards, policies, and applicable requirements to achieve positive outcomes for students.

Job Duties and Tasks

Leadership, People Management & Organizational Effectiveness

- Manage unionized staff to support effective team performance and achievement of departmental objectives.
- Develop program delivery strategy with the team.

- Lead, mentor, and support the CCWD operations team to ensure high performance and cohesive workflow.
- Assign responsibilities, monitor workload distribution, and foster a collaborative, service-oriented team culture.
- Provide training, guidance, and performance management including hiring and discipline.
- Manage employee relations matters in collaboration with Human Resources and in compliance with collective agreements and BC Labour Standards

Program Operations & Workflow Management

- Map out the flow of work for each contract, ensuring clarity, efficiency, and compliance.
- Develop, update, and maintain Standard Operating Procedures (SOPs), manuals, and process documentation.
- Manage program delivery process, including working with external stakeholders and partners.
- Manage registration processes, student communications, and administrative logistics.
- Ensure students receive timely support and have a positive learning experience from registration to completion.
- Provide orientation for instructors and ensure they have the tools, information, and support needed for successful program delivery.
- Provide cultural awareness information to support inclusive and respectful program delivery.

Financial and Operational Coordination

- Develops budget recommendations and is accountable for monitoring and managing approved operating and project budgets within delegated authority.
- Authorizes expenditures within approved budgets and ensures responsible use of College resources.
- Work closely with Regional Contracts Officers and Program Officers to ensure project alignment with associated budgets and contractual obligations.
- Participate collaboratively with CCWD team to make strategic decisions to keep annual and long-term initiatives within budget and on target.
- Collaborate with Finance Department to coordinate invoicing, payments, and budget tracking.
- Provide guidance in the development, analysis, and projection of expenses, and identifies areas where financial integrity, accuracy, and/or timeliness standards are not being met.
- Work closely with Regional Contracts Officers and Program Officers on program costing and financial and non-financial performance reports for program and operational improvement and future development.
- Coordinate with Marketing department to ensure accurate and timely promotion of CCWD programs.
- Support HR processes related to staff and instructor onboarding, contracts, and compliance.
- Partner with clients and Regional Contracts Officers (RCOs) to design programming that meets community and employer needs.
- Liaise with academic and non-academic units in the College to optimize processes and streamline operations.

Policy, Compliance and Quality Assurance

- Manage the development and updating of program and course outlines.

- Work with Centre of Learning Transformation (COLT) Dean to develop and maintain program review framework for CCWD.
- Lead program review and review cycles to maintain quality and relevance.
- Conduct program quality assurance activities, including monitoring delivery standards and gathering feedback.
- Implement the review and development of policies that contributes to the goals and vision CCWD and the college.
- Oversees the development and review of policies.
- Ensure all CCWD operations adhere to institutional policies, regulatory requirements, and contractual obligations.

Technology & Systems Coordination

- Oversee the use and integration of technology systems that support CCWD operations (registration systems, LMS platforms, scheduling tools, etc.).
- Identify opportunities to improve system efficiency and user experience.
- Performs other duties as required.

The Manager will serve on internal and external Committees and Councils including, but not limited to:

- Education Management Council (EMC)
- Regional Education Advisory Committees (REACs)
- Regional Engagement Committee
- External councils and committees as these relate to the portfolio

Specific Accountabilities

Leadership - Achieves desired organizational results by encouraging and supporting the contribution of others; a proactive and positive team player who acts with a sense of urgency and leads by example; sets and communicates clear goals.

Academic Leadership - Align plans, vision, and metrics with best practices and evidence-based decision-making. Use a data-driven approach that weaves together quantitative and qualitative data.

Accountable - Holds self and others accountable for responsibilities; focuses on results and measuring attainment of outcomes in a business focus.

Strategic - Develops/implements a plan in support of organizational strategic direction. Demonstrates an understanding of the link between job responsibilities and overall organizational goals and needs, and performs one's job with the broader goals in mind.

Integrity and Honesty - Demonstrates a resolute commitment to and respect for the rules and core values of the organization, setting an example of professionalism and ethical propriety.

Creativity and Innovation - Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new, cutting-edge programs/processes.

Effective Working Relationships - Treats colleagues, staff, and students with respect; resolves conflicts respectfully, in a timely manner; negotiates effectively; provides effective feedback to colleagues/employees.

Indigenous Education - Builds and maintains strong collaborative relationships with the Indigenous communities to support their educational priorities. Ensure that UNDRIP, DRIPA, and the *94 Calls to Action* are heeded at CMTN.

Influential and Collaborative - Has an honest, open, consistent approach to working with others; possesses strong relationship and interpersonal skills, with the ability to build relationships and develop/maintain partnerships, obtaining stakeholder agreement.

Communication - Clearly presents written and verbal information and writes with clarity and purpose; communicates effectively in both positive as well as negative circumstances; listens well.

People Development - Fosters long-term learning and development of others through coaching, managing performance and mentoring; has a genuine desire to develop others and help them succeed; formally recognizes deserving staff and colleagues.

Student-Focused - Anticipates and responds to the needs of colleagues and students, and other internal and external stakeholders of the College; keeps the student interests in the forefront.

Relationships with Key Partners - Establish and foster effective relationships and collaborations with various levels of government, government agencies, local and regional community leaders, Indigenous leaders, the business community, industry, councils, and other institutions. Develop a strong provincial network comprised of other leaders in community, industry, and education related roles.

Required Qualifications, Education, and Experience

With deep experience in the complexities of the post-secondary system and communities, the Manager is an inclusive leader, with a "can-do" mindset and a sense of adventure and integrity that reflect CMTN's mission to be the college of choice for place-based, experiential learning. Experience and interest in working with Indigenous learners and communities is required.

The ideal candidate will possess the following qualifications and experience:

- A Master's degree in Business Administration, Commerce, Public Administration, or a related field;
- A Bachelor's degree in Business Administration or a related field and PMP certification would be considered;
- Three to five (5) years of progressive leadership experience in workforce development, continuing education, or related sectors;
- Experience leading unionized teams, managing employee relations matters, and overseeing departmental operations in a complex environment;
- Strong organizational, analytical, and problem-solving skills;
- Excellent communication, negotiation, and relationship-building and interpersonal abilities;
- Excellent written, verbal, and cross-cultural communication skills;
- Familiarity with educational programming, adult learning environments, or community-based training is an asset;
- Proficiency with administrative and learning technologies;
- Demonstrated knowledge of and experience in mitigating the barriers and challenges faced by at-risk and Indigenous students in accessing post-secondary education;
- Demonstrated ability to support others in achieving a common goal and establishing a positive work environment; and
- Familiar with experiential, place-based education is an asset.

Working Conditions

Primarily an office environment, sometimes at varying work locations, with frequent travel within the region, between campuses and occasionally across the province.

Tools/Equipment

Standard office software and equipment.

Financial Responsibility

Manages a number of program delivery budgets.

Supervision/Direction Exercised

Directly supervises staff: Yes (BCGEU Support and faculty, and CUPE faculty)

Supervises staff through subordinate executive directors: No

Supervises staff through subordinate supervisors: Yes

Supervises non-regular staff and/or volunteers: Yes

Physical Assets/Information Management

CMTN includes at all campuses and service delivery in communities surrounding the campuses.

Excluded Manager Authorization

The accountabilities/deliverables were assigned to this position by the VP Academic, Students, and International, January 2026.
The information in this job description reflects the work performed.
A copy has/will be provided to the incumbent(s).

_____ _____ _____

Name (Printed) Signature Date

The above statement reflects the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

