San Diego Community College District
CLASSIFICATION DESCRIPTION

Page:	1 of 3
Job Code:	C3414
Original Date:	09/2024
Last Revision:	09/2024
Staff Type:	Classified
FLSA status:	Exempt
Salary Range:	3

Title: **Manager, Employee Experience and Engagement**

Unit: **Management**

DEFINITION

Under the general direction of the Associate Vice Chancellor, Employee Relations or assigned manager, the Manager, Employee Experience and Engagement manages, supervises, and oversees the District's training and professional development, onboarding and offboarding services, retention strategies, HR Systems, and succession planning. Key administrative duties include leading the development and execution of the training and professional development programs; comprehensive project plans ensuring the timely and successful implementation of initiatives and programs; promoting a positive and inclusive work environment developing programs and initiatives to support diversity, equity, inclusion, and belonging.

EXAMPLES OF DUTIES

1. Develop, implement, manage, and administer the District's comprehensive onboarding program for new employees; ensuring employee experience is in alignment with the District's mission, vision, and values with equitable outcomes for stakeholders.

2. Identify opportunities and implement strategies that encourage participation and motivate engagement within our workplace community. Evaluate, monitor, and assess the effectiveness of implemented strategies, adjust as needed to continually improve the employee experience districtwide.

3. Collect and analyze a variety of complex data and information. Perform analysis on employee feedback and data to identify trends and insights, recommending improvements to enhance the overall experience of District managers, supervisors, faculty, classified professionals, and other stakeholders.

4. Collaborate and serve as the liaison with various departments and teams districtwide to develop employeecentric initiatives, ensuring seamless coordination across all touchpoints, including PeopleSoft; implement and manage employee feedback system, ensuring all concerns and suggestions are addressed in a timely and effective manner.

5. Collaborate with the People and Culture team on developing retention activities to gain efficiencies in process and improve resources for attracting and retaining a diverse workforce. Provide guidance to supervisors on hiring, performance management, employee recognition, and staff development.

6. Train, supervise, and evaluate the work performance of assigned staff building a culture of exceptional employee experience throughout the organization; provide technical direction and guidance, recommend personnel actions including assigning job duties and work schedules, providing feedback on performance and conducting performance evaluations, accessing training and professional development needs for assigned staff, participate in hiring and onboarding new staff, and participate in corrective and disciplinary processes with assigned staff.

7. Stay current with industry trends and best practices, integrating new technologies and approaches to enhance the District's employee experience. Manage special projects as assigned by the AVC, Employee Relations and produce reports as required.

8. Establish and maintain positive working relationship with employees, internal and external stakeholders; act as an advocate ensuring their needs and expectations are met and exceeded; serve as the liaison regarding the employee experience and engagement throughout the district.

9.   Demonstrate cultural humility, sensitivity, and equity-minded leadership in working with individuals from diverse communities; model inclusive behaviors; and achieve equity in outcomes.

10.   Contribute positively to a culture of diversity, equity, and inclusion; take action to promote staff diversity; and create an inclusive environment throughout the district.

11.   Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:
   Applicable federal and state laws, regulations, and programs.
   Applicable IT systems within assigned areas of responsibility.
   District organization, operations, mission, strategic objectives, policies, procedures, and rules.
   Effective communication methods, techniques, and modes with diverse stakeholders.
   Effective, efficient, and equitable professional and service-oriented office operations, procedures, and practices.
   Effective project management principles and practices.

Skills and Abilities:
   Define issues, analyze problems, evaluate options, develop sound conclusions, and make appropriate recommendations in accordance with applicable laws, regulations, policies, procedures, and rules.
   Demonstrated experience in addressing employee experience and engagement needs.
   Demonstrated experience in developing and implementing effective strategic plans and manage implementation to improve the employee experience and engagement.
   Empathy, discretion, and experience handling sensitive and confidential matters.
   Establish and maintain effective working and professional relationships with individuals from diverse communities.
   Excellent communication, interpersonal, and leadership skills including the ability to present to executive leaders and large, diverse audiences.
   Exceptional interpersonal skills and the ability to build inter-organizational and intra-organizational relationships across complex organizational boundaries to support the employee experience and engagement needs of the education community.
   Experience leading large change management projects and the ability to obtain buy-in and active participation from stakeholders across the organization.
   Experience with enterprise resource planning (ERP) systems, such as Peoplesoft, Workday, Anthology or Ellucian.
   Experience with leadership and management skills, including abilities in persuasion, negotiation, and mentoring.
   Evidence of the ability to establish priorities and achieve results in a multi-purpose, multi-unit, multisite system through shared governance and a service-oriented approach.
   Evidence of leadership skills with a broad vision of the future of the organization, assertiveness, and diplomacy in the presentation of ideas and initiatives, and sensitivity to the values and expectations of all constituents.
   Evidence of a management style that inspires a culture of achieving excellence through teamwork, trust, collaboration, diversity, and accountability.
   Familiarity with higher education policies, procedures, and regulations is a plus.
   High emotional quotient (EQ) to lead people and continuously evolve and improve the relationship, services, and culture across the district.
   Hire, onboard, train, evaluate, supervise, develop, and discipline assigned staff.
   Learn from errors, determine appropriate corrective action, and prevent repeat occurrences.
   Maintain accurate records and produce detailed, thorough, and accurate statistical analyses and reports.

Proven track record of developing and implementing successful employee experience strategies.
Provide training, professional development, and professional growth to assigned staff.
Strong analytical and problem-solving abilities, with a data-driven approach to decision-making.

Training and Experience:

Any combination of training and experience equivalent to: a Bachelor's degree in Business Administration, Marketing, Communications, or a related field; a graduate degree is preferred. Minimum of five years of experience involving employee experience management, employee services, PeopleSoft support or a related field, preferably in and educational institution.

Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, gender, and ethnic backgrounds of community college students and staff.

License:

Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:

Category III.

Environment:

Favorable, usually involves an office. Requires some travel between District sites, conferences, and hearings.