



Career Service Authority

Program Administrator

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GENERAL STATEMENT OF CLASS DUTIES

Performs full performance professional level work implementing, administering, and developing program activities and functions and provides technical expertise to program staff, other agencies, the community, and program participants.

DISTINGUISHING CHARACTERISTICS

There are three classes in the program series; however, this is not a progressive series. This class implements, administers, and develops program activities and functions. This class is distinguished from the Program Manager which provides leadership, direction, and planning for a program(s), supervises program staff, and is responsible for budgetary and resource decisions. This class is distinguished from the Program Coordinator which develops and establishes work processes and procedures to deliver program services and evaluates effectiveness of program services and efficiency of processes.

Definition of a Program:

A program is a specialized area with specific components that include its own policies, procedures, goals, objectives, budget, and tasks that distinguish it from the main body of a department/agency. A program may complement the core goals and objectives of an agency/department but it is separate from the functional areas that support the core goals and objectives.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or program(s).

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed, requiring a high degree of analytical ability, and independent judgment and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program(s) and/or function of the organization.

Level of Supervision Exercised:

By position, supervises program staff.

ESSENTIAL DUTIES

Recommends, develops, and/or modifies program procedures, guidelines, standards, and policies to achieve program goals and objectives and determines changes that need to be made in program policies and procedures based on feedback from customers, officials, service providers, and/or community groups.

Conducts comprehensive needs assessments by auditing and evaluating program progress to determine if the program is achieving its objectives. Analyzes program data, identifies actual and potential problem areas, trends, areas of imbalance, and related factors that impact a program, and prepares comprehensive reports of findings including solutions and recommendations for upper management.

Ensures program operates in compliance with departmental goals and objectives, pertinent laws, rules, and regulations, monitors federal, state, and/or regional regulatory changes to determine when program rules and regulations need to be revised, and advises service providers, community groups, and clients on changes needed to comply with program criteria.

Monitors and reviews proposed legislation affecting program area(s) and its impact on a program, prepares program position in response to proposed legislative changes, assists in the development of legislative proposals, and testifies as a technical expert before legislative committees and other public forums.

Prepares articles for publication, press releases, and promotional materials. Develops and implements fund-raising plans and public education and awareness programs and delivers presentations at conferences, public meetings, and seminars.

Meets with community groups, service providers, officials, other agencies, and customers to solicit input regarding a program's direction, evaluate a program's effectiveness, and assist in developing new programs.

Investigates sources of program funding, writes grants, administers program budget and grant funds, assists in the development and implementation of the budget, approves expenditures, and ensures grant funds are used correctly.

By position, develops volunteer programs, writes program descriptions and instructions to provide guidelines for volunteers and serve as a review tool, develops training curriculum, and recruits, trains, and directs volunteers.

By position, develops or modifies work plans, methods, and procedures and determines work priorities.

By position, assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

By position, resolves problems encountered during daily operations and determines standards for problem resolution.

By position, develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

By position, responds to formal and informal employee grievances and prepares written response.

By position, documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

By position, provides work instruction and assists employees with difficult and/or unusual assignments.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

Self-Management – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Creative Thinking – Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

Technical Competence – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

Flexibility – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior, works with others towards an agreement, and negotiates to find mutually acceptable solutions.

Teaching Others – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

Leadership – Influences, motivates, and challenges others and adapts leadership styles to a variety of situations.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Physical Demands:

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Near Acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distances and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to varying and unpredictable situations.
Subject to long irregular hours.

Education Requirement:

Baccalaureate Degree in Public Administration, Management, Sociology, Psychology, Political Science, or a related field.

Experience Requirement:

Three years of professional or technical level experience organizing the administrative aspects of a program(s) or training program participants and/or volunteers. (Some positions may require experience in a specific program area.)

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

By position, completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt
ESTABLISHED DATE: 06/16/1997
REVISED DATE: 05/20/2007
REVISED BY: Patricia Anderson

CLASS HISTORY

1/16/2004 - This is a revised class specification and the following classes have also been consolidated into this class: Health Program Administrator, Health and Wellness Program Administrator, Keep Denver Beautiful Program Administrator, Program Administrator, Recycling Program Analyst, Senior Community Relations Consultant, Victim Compensation Fund Administrator, Volunteer Services Coordinator, and Wellness Center Coordinator.

5/16/2007 - Clarified the definition of a program to ensure the class is used properly. Definition has been moved to the first page.