



Career Service Authority

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Program Manager

GENERAL STATEMENT OF CLASS DUTIES

Performs professional and supervisory work over program staff, provides leadership, program direction, and long range and short term planning for the program area(s), directs program design, policy development, and performance criteria for program operations, and makes budgetary and resource allocation decisions.

DISTINGUISHING CHARACTERISTICS

There are three classes in the program series; however, this is not a progressive series. This class 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 Administrator which implements, administers, and develops program activities and functions. The Program Manager is distinguished from an operational manager who manages functional area(s) that support the core goals and objectives of a department/agency. Whereas, a Program Manager manages a specialized area(s) with complex components and discrete tasks which distinguish it from the main body of an organization.

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 in the form of stated objectives for the section, unit, function, or program.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or program. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit, section, or program within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level managers/supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises full performance professional, administrative, and/or technical level program staff.

ESSENTIAL DUTIES

Establishes overall program goals, oversees the development of comprehensive program policies, procedures, guidelines, and standards to ensure proper application and use by coordinating and revising administrative processes, and directs the development and maintenance of an information management system.

Directs the evaluation of a program(s) to determine if the program(s) is achieving its goals and objectives and meeting the needs of participants and the community.

Administers the overall financial operations of a program(s) including developing the annual operating budget, monitoring financial activities, developing required budget reports, preparing justification for equipment, facilities, and staffing levels, and submits final program budget for executive management approval.

Directs modifications of existing program services or creates new program(s) services to maintain or enhance program standing.

Acts as spokesperson for a program(s), advances the primary mission and goals of a program(s), and interacts with internal and external interest groups to explain program position, mediate differences, and seek modifications.

Directs the development and preparation of press releases, fundraising plans, promotional and public information materials, special and technical reports, and comprehensive annual reports that describe overall program accomplishments and justifies continued support.

Develops and recommends solutions for complex problems and highly sensitive issues that cross functional and administrative boundaries or where there may be significant coordination requirements that impact the future of a program(s).

Keeps executive management informed of administrative and legislative issues or changes in a program(s) area, prepares program position in response to proposed legislation, and testifies as a technical expert before legislative committees and in other public forums.

Works to maintain and improve relationships with officials, other agencies, community groups, and state and federal departments to improve decision making capability and better implement services in controversial areas.

Directs the grant administration for a program area(s) and reviews and approves grant proposal applications.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution. Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

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:

Oral Communication – Clearly communicates and explains organizational and program policies and work assignments to staff and communicates information about the program area's activities to peers, higher-level managers, administrative staff of other organizations, and internal and external customers.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner appropriate for context, time, and place. Written materials are of a routine nature and affect the immediate program area(s).

Interpersonal Skills – Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff from other organizations, internal and external customers, and local stakeholder groups to accomplish a program's mission. Adapts approach to different people and situations.

Conflict Management – Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to generate areas of agreement and joint action.

Financial Management – Recommends, administers, allocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of a program area.

Decisiveness – Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out programs, ideas, systems, or policies that affect a program area. Legal, public, and financial consequences are generally limited to program area(s).

Problem Solving – Identifies and analyzes problems, uses sound reasoning to arrive at conclusions, finds alternative solutions to complex problems, and distinguishes between relevant and irrelevant information to make logical judgments.

Flexibility – Is open to new ideas, adapts to changing work situations and priorities by modifying existing plans and work methods that affect the program area, internal and external customers, and local stakeholder groups, and remains calm under pressure.

Self-Direction – Sets goals, takes initiative in implementing ideas, systems, or policies that affect a program area, manages time efficiently, encourages feedback, and invests in self-development.

Client Orientation – Applies quality management principles and processes for delivery of high-quality products and service(s) within a program area, meets routine demands of internal and external customers, and strives for continuous improvement.

Leadership – Initiates and sustains action to accomplish the goals of a program area by guiding and motivating others and gaining the confidence and active support of subordinates, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

Planning and Evaluating – Establishes program objectives and strategies, identifies required resources, and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that program policies are being implemented and adjusted as necessary to accomplish the organization's mission.

Human Resource Management – Works with human resource staff to implement human resource policies to ensure accomplishment of organizational goals through effective recruitment, selection, training, performance appraisal, recognition, and corrective/disciplinary action, maintains effective employee relations, and complies with government/citywide regulations and policies.

Managing Diverse Workforce – Implements diversity policies for a program area, supports opportunities to recruit, develop, and retain a diverse workforce, and promotes teamwork, acceptance, and productivity among persons exhibiting cultural, ethnic, gender, and other individual differences.

Team Building – Encourages and facilitates cooperation and open communication, promotes team work at all levels, cooperates with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to accomplish a program's goals.

Internal Controls/Integrity – Follows guidelines to implement and maintain accounting and administrative controls for the program area within an agency/department. Exhibits personal integrity, promotes ethical conduct by employees, and abides by the City's Code of Ethics.

Technical Competence – Is knowledgeable about the subject matter, procedures, requirements, regulations, and policies related to the area of responsibility. Provides expert advice to staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups. Impact is limited to the program area.

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 administer a budget to accomplish program objectives.

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 full performance professional level experience developing, implementing, and administering programs. (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:

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 01/16/2004

REVISED DATE: 05/20/2007

REVISED BY: Patricia Anderson

CLASS HISTORY

This is a new class. The following classes were consolidated into this class: City Naturalist, Domestic Violence Supervisor, Electronic Monitoring Program Administrator, Manager of Victim Assistance Programs, Recycling Program Administrator, and Safety and Loss 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.