

PROGRAM MANAGER

DEFINITION

To coordinate, direct and supervise operations and personnel within assigned division of the Department or Agency; to develop and implement effective programming and a wide variety of complex professional duties in the provision of services for the Department or Agency.

DISTINGUISHING CHARACTERISTICS

The Program Manager is responsible for coordinating, directing and supervising lead and/or professional-level employees as well as clerical and technical support employees. Employees at this level are responsible for management of assigned functional areas within the Department or Agency. Work is accomplished within a broad framework of policies and procedures and within regulations that govern services provided. Management of a specific functional area may require specialized licensing or certification.

The duties of a Program Manager generally focus on one or more specialized functional areas including general and administrative support, fiscal and contract management, program analysis and compliance, and/or staff development and training. Consequently, specialized recruitments may be held to attract applicants by functional area.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director or Deputy Director; exercises direct supervision over professional, technical and clerical staff.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Recommends and assists in the implementation of goals and objectives; establishes schedules and methods for services; implements department policies and procedures.

Evaluates operations and activities in assigned areas of responsibility; recommends improvements and modifications.

Plans, prioritizes, assigns, supervises and reviews the work of assigned staff; participates in the selection of staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures as required.

May lead, oversee and/or coordinate the planning, development and use of information systems, services and activities within the Department or Agency or other departments, divisions, sections and outside agencies and organizations.

Directs, oversees and participates in the development of the functional areas work plans; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.

Coordinates professional services in assigned area of responsibility.

Provides training for community organizations, support groups, and other program personnel.

Receives and responds to inquiries, requests for assistance and complaints from staff, providers and the general public; investigates complaints and recommends corrective action as necessary to resolve complaints.

Participates in the preparation and administration of grants.

Participates in a variety of staff, departments and agency meetings; presents reports as required.

Prepares and submits a variety of records and reports as required.

Performs general administrative work as necessary, including preparing reports and correspondence, reviewing correspondence, copying and filing documents, entering computer data and preparing spreadsheets, etc.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and local laws, codes and regulations.

Basic principles and practices of organization, administration and personnel management.

Principles and practices of supervision, training and performance evaluation.

Principles and practices of service delivery in assigned area of responsibility.

Principles and procedures of budget preparation, review and control.

Basic principles and practices of the program to which assigned.

Safe work practices.

Interviewing practices and techniques, if applicable.

Modern office practices and technology, including the use of computers for data and word processing.

Principles and practices of record-keeping and report preparation

Basic arithmetic, algebra and geometry, and statistical analysis, as appropriate for the program to which assigned.

Ability to:

Understand, interpret and apply pertinent laws, codes and regulations.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Effectively organize and administer assigned program activities.

Supervise and train staff, and to plan, assign and direct the work of others.
Work independently with minimal supervision.

Prepare and administer a budget.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Prepare complex statistical and narrative reports, records, spreadsheets, ect., with accuracy and in a timely manner.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of professional experience in assigned field, including one year in a supervisory capacity or administrative capacity.

Training:

Bachelor's degree from an accredited college or university in appropriate field. Four years of professional experience may be substituted on a year for year basis for the Bachelor's Degree. Master's degree desirable.

LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Management of a specific functional area may require specialized licensing or certification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.

WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures