



Program Manager VI
Program Manager VII
Program Manager VIII
Program Manager IX
Class code: 01176, 01177, 01178, 01174
Employee Group: Management/Confidential
FLSA: Exempt
Salary Band: 13, 14, 15, or 16 (depending on assigned points)

I. Position Summary

Plans, organizes, and manages the development, implementation, and on-going operation of one or more large and highly professional or specialized programs. Initiates and implements strategic and management activities to maintain a varied and complex program, manages and administers funds, directs a comprehensive program of needs assessment, evaluation and analysis, provides community and regional leadership and support.

II. Supervision Exercised

Acts as a supervisor to various classifications.

III. Examples of Essential Position Duties

- Initiates, implements, and directs strategic plans to assure support, development, and coordination of a continuum of comprehensive services responsive to the needs of special populations within the area of assignment.
- Provides leadership and direction and develops short and long-range plans, goals, and objectives for assigned program; identifies services design and delivery option; review and updates plans to reflect changing conditions and regulations.
- Establishes, implements, and updates policies, procedures, guidelines, and standards for the efficient and effective operation and maintenance of assigned program, assuring compliance with applicable legal requirements and county policies and goals.
- Manages the budget and all fiscal records for the program; prepares annual operating budget and amendments, agency cost allocation plans, and related funding request; monitors and documents all revenues and expenses.
- Selects, supervises, and evaluates assigned staff. Establishes work rules and performance standards, conducts performance evaluations and initiates and implements disciplinary actions as warranted. Resolves grievances and other sensitive personnel matters. Provides for the training and motivation of subordinates in order to make full use of individual capabilities and to meet changing system demands.
- Manages the preparation of applications for federal, state, and local grant agencies and for funding sources; assures compliance with grant requirements, directing the preparation of required reports.
- Manages on-going comprehensive needs assessment, audits, program evaluation, and special studies as required, to assure program compliance with legal requirements.
- Manages and participates in the coordination of assigned program planning and development activities and service delivery strategies among local agencies and organizations, other county departments, private service organizations, schools, citizens groups, community coalitions, advisory boards and committees, and other organizations as necessary.
- Manages the administration of service contracts, including authorizing payments for services, monitoring for compliance with the contract and implementing corrective action as necessary.

- Acts as advocate to state, federal, and local officials and community based organizations to expand their support of the special populations serviced by assigned program area.
- Represents the county and promotes community awareness of and participation in assigned program by providing information and education to citizens, schools, agencies, business, industry, and other community groups; makes presentations and speaks before a variety of audiences to present program goals, objectives, and activities.
- Serves as key liaison for the program and directs the resolution of inquiries, problems, complaints, or emergencies affecting availability or quality of services. Responds to the most sensitive or complex inquiries or service complaints.
- Interprets complex and detailed federal and state regulations to ensure program and planning compliance, and provides, or oversees the provision of technical assistance and/or training to agency staff, volunteers, contractors, and service providers.
- Serves as key administrative and professional staff for advisory boards and commissions; supervises employees providing staff support to boards and committees.
- Analyzes program effectiveness and recommends improvements to existing services, equipment, and operating systems; researches, analyzes, and evaluates new developments in assigned area and works to expand existing program and services; develops and recommends new programs and program modifications.
- Develops and maintains a record-keeping system that provides for the proper evaluation, control, and documentation of assigned operations; may include client tracking and complex management information systems.
- Adheres to County and departmental policies and procedures as well as safe work practices, policies and procedures.
- Develops and maintains effective working relationships with other staff, public officials, the general public and representatives of other agencies.
- Attends and participates in required trainings.
- Has regular and reliable attendance.
- Working irregular hours is required.
- Performs other related duties as assigned.

IV. Knowledge, Skills and Abilities

- Thorough knowledge of principles and practices of program management and administration, including budget development, monitoring and evaluation, strategic planning, grant acquisition, and administration and contract negotiating.
- Knowledge of the application and interpretation of federal, state, and local rules, regulations, codes, and ordinances as they relate to area of assignment.
- Knowledge of modern management principles and practices.
- Knowledge of practices, principles, and techniques of public administration and the organizational structures and functions of governmental entities and agencies.
- Ability to prepare, research, develop, and administer plans based on survey and analysis of data, citizen participation, and agency consultation.
- Ability to set work priorities and train, direct, motivate, and evaluate the work of assigned staff.
- Ability to apply judgment and discretion in resolving problems and interpreting policies and regulations.

- Ability to develop, organize, and oversee work programs, including monitoring budgets and funding, work schedules, contract administration, grant requirements, and progress reviews.
- Ability to effectively respond to and reconcile competing interests of governmental entities, community organizations, service providers, contractors, and public representatives as they affect the planning and operation of programs.
- Ability to develop and maintain effective working relationships with other staff, public officials, the general public, and representatives of other agencies.
- Ability to communicate effectively, both orally and in writing, and to make effective public presentations of technical, complex, and often controversial information.
- Ability to establish and maintain accurate records of assigned activities and operations.

V. **Minimum Requirements** (Performance of the essential duties of this position includes the following requirements, physical demands and/or working conditions)

Education and Experience

- Bachelor’s degree in relevant field of assignment, Master’s degree preferred AND six years of progressively responsible professional experience in program administration, with at five years in area of assignment including supervisory or managerial experience; OR
- Any combination of education and experience which provides the applicant with the desired skills, knowledge, and ability required to perform the job.

Licenses, Certificates and Other

Valid Oregon State Driver’s License with an acceptable driving record. Professional licenses and certificates may be required for specific positions.

Physical Demands (*Performance of the essential duties of this position includes the following physical demands and/or working conditions*)

Typically requires climbing, stooping, kneeling, crouching, reaching, standing, walking, sitting, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions. Occasionally requires exerting up to 20 pounds of force to move objects. Minimum physical effort is required. Some positions require driving and travel.

Working Environments

Work is generally performed in an office environment and may include exposure to disruptive people.

VI. **Additional Information**

This classification description is not intended to be an exhaustive list of duties, knowledge, skills, abilities, or requirements, as any one position in this classification may be assigned some or all of these duties, in addition to other duties not explicitly listed here. The various duties, responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, seasons, service levels and management’s decisions on how to best allocate department resources. Any shift, emphasis or rebalancing of these assigned duties, responsibilities and/or assignments does not constitute a change in the job classification.

Adopted: 12/11
Revised: 1/12