



Program Manager I
Program Manager II
Program Manager III
Program Manager IV
Program Manager V

Class code: 01170, 01171, 01172, 01173, 01175

Employee Group: Management/Confidential

FLSA: Exempt

Salary Band: 8, 9, 10, 11, or 12 (depending on assigned points)

I. Position Summary

Plans, organizes, and manages the development, implementation, and on-going operation of moderately sized program or several small specialized programs. Initiates and implements management activities within program area; prepares and administers budget for the program; and provides leadership and support to staff.

II. Supervision Exercised

Acts as a supervisor to various classifications.

III. Examples of Essential Position Duties

- Coordinates, schedules, and oversees all activities within area of assignment to assure that work is performed efficiently and according to appropriate guidelines, procedures, and regulations; prioritized and coordinates work with other departments, staff, and contractors to ensure timely completion of projects.
- Selects, supervises, and evaluates assigned staff; conducts performance evaluations, and initiates disciplinary actions as warranted; resolves grievances and other sensitive personnel matters.
- Prepares the annual budget for assigned program or programs based on work schedules, departmental goals and staffing needs; maintains fiscal records and monitors expenditures and distribution of budgeted funds to assure compliance with approved limits.
- Recommends and implements 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 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.
- Supervises the administration of service contracts, including authorizing payments for services, monitoring for compliance with the contract and implementing corrective action as necessary.
- Remains current on legislation, legal requirements, and ordinances affecting assigned area and interprets information to advise staff or subordinates of any applicable changes in procedures to reflect revised legal requirements.
- Actively researches and prepares, or supervises the preparation of applications for federal, state, and local grant agencies and for funding from other funding sources; assures compliance with grant requirements, directing the preparation of required reports.

- May serve as a key liaison for the program and direct the resolution of inquiries, problems, complaints, or emergencies affecting availability or quality of services. Responds to sensitive or complex inquiries or service complaints.
- 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 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.
- Knowledge of data collection and analysis, and research methodologies.
- 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 supervisory and 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 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, grant preparation and administration requirements, and progress reviews.
- Ability to develop and maintain effective working relationships with other staff, public officials, the general public, and representatives of other agencies.
- 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 communicate effectively, both orally and in writing and to make effective public presentations to 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 five years of progressively responsible professional experience in program administration, with at least four year 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. Requires exerting up to 20 pounds frequently, 50 pounds occasionally, of force to move objects. Minimum physical effort is required. Some positions require driving.

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