

PROGRAM MANAGER

CLASS SUMMARY:

This is the management level within the program series. Incumbents have responsibility for developing and implementing programs and services; developing program policies and procedures; and ensuring program compliance with laws, rules, regulations, policies, and procedures. Incumbents serve as a liaison and resource for collaboration and coordination of services; evaluate programs for quality assurance; and develop improvements and enhanced methods for delivery of services. Incumbents typically have formal supervisory responsibility of staff, or may manage a program and its services without direct supervision of regular County staff.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1. Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.
2. Develops, plans, and implements goals, objectives, strategies, policies, and procedures for a complex or multiple program(s).
3. Analyzes program data and assesses needs and opportunities.
4. Analyzes, reviews, and develops administrative and programmatic systems and procedures to ensure effectiveness of programs and compliance with internal and external requirements.
5. Leads and/or participates in a variety of community activities and/or organizations to develop partnerships/coalitions that address assigned program issues; confers with a variety of governmental agencies and other organizations regarding program issues.
6. Develops a variety of administrative documents, which may include: Requests for Proposals, Requests for Quotes, service provider contracts, procedural guidelines, proposal applications, grant plan sections, and/or other related documents.
7. Prepares and delivers presentations on program(s); facilitates meetings on program services and issues; attends professional conferences and training sessions.
8. Serves as a liaison with clients and external agencies; represents the County and program on a variety of committees, events, advocacy groups, and/or other related groups.
9. Designs and implements marketing and outreach strategies to ensure public exposure to County program offerings.

TYPICAL CLASS ESSENTIAL DUTIES: (con't)

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| 10. | Develops and administers section budgets; approves expenditures; reviews financial statements; manages financial operations. |
| 11. | Performs other duties of a similar nature or level. |

Training and Experience (positions in this class typically require):

Bachelor's Degree in related field and five years of progressively responsible experience related to area assigned, including supervisory experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class may require):

- Oregon Driver's License;
- Professional licensure or certification related to the area assigned.

Knowledge of (position requirements at entry):

- Supervisory principles;
- Public relations principles;
- Culturally competent practices;
- The role that culture plays in work relationships, operations and dynamics;
- Budget administration principles;
- Program management principles;
- Marketing principles;
- Grant and/or contract administration principles;
- Research methods;
- Applicable Federal, State, and local laws, rules, ordinances, statutes, and regulations;
- Advanced principles of assigned area of responsibility;
- Analytical methods and techniques;
- Area resources;
- Needs assessment methods;
- Accounting principles;
- Strategic planning principles;
- Program/project management principles and techniques.

Skills in (position requirements at entry):

- Monitoring and evaluating employees;
- Prioritizing and assigning work;
- Preparing and reviewing reports;
- Preparing and administering budgets;
- Managing and promoting programs and related activities;
- Creating a culturally inclusive work environment;
- Mediating and resolving conflict;
- Working effectively with clients, co-workers, employees and supervisors from diverse backgrounds;

Skills in: (con't)

- Gathering, interpreting and behaviorally adapting to cultural contexts;
- Communication, both verbal and written, sufficient to exchange or convey information and to receive work direction;
- Managing and administering grants and/or contracts;
- Planning, implementing, and managing program components;
- Compiling and analyzing data;
- Using a computer and applicable computer applications;
- Conducting research and needs assessments;
- Speaking in public;
- Conducting outreach activities;
- Developing strategic plans;
- Conducting negotiations;
- Interpreting complex documents;
- Identifying emerging trends, needs, and services and recommending implementation;
- Assessing the consequences and outcomes of program initiatives.

Physical Requirements:

Positions in this class typically require: driving, grasping, talking, hearing, seeing, and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents may be subject to travel.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates LLC (LM,KLR) Date: (7/06)

Classification and grades (Job Codes N3001 and N3002) approved December 13, 2006 by Lane County Board Order 06-12-13-3.

Grade (Job Code N3005) approved May 7, 2008 by Lane County Board Order 08-5-7-12.

FLSA Status: Exempt