



Office of Human Resources
Program Administrator - LA1716
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General Statement of Duties

Performs full performance professional level work implementing, administering, and developing program activities and functions and provides technical expertise to program staff, other agencies, the community, and program participants.

Distinguishing Characteristics

There are three classes in the program series; however, this is not a progressive series. This class implements, administers, and develops program activities and functions and may by position supervise program staff. This class is distinguished from the Program Manager which 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 Coordinator which develops and establishes work processes and procedures to deliver program services and evaluates effectiveness of program services and efficiency of processes.

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 a department/agency but it is separate from the functional areas that support the core goals and objectives.

Level of Supervision Exercised

By position, supervises program staff.

Essential Duties

Recommends, develops, and/or modifies program procedures, guidelines, standards, and policies to achieve program goals and objectives and determines changes that need to be made in program policies and procedures based on feedback from customers, officials, service providers, and/or community groups.

Conducts comprehensive needs assessments by auditing and evaluating program progress to determine if the program is achieving its objectives. Analyzes program data, identifies actual and potential problem areas, trends, areas of imbalance, and related factors that impact a program, and prepares comprehensive reports of findings including solutions and recommendations for upper management.

Ensures program operates in compliance with departmental goals and objectives, pertinent laws, rules, and regulations, monitors federal, state, and/or regional regulatory changes to determine when program rules and regulations need to be revised, and advises service providers, community groups, and clients on changes needed to comply with program criteria.

Monitors and reviews proposed legislation affecting program area(s) and its impact on a program, prepares program position in response to proposed legislative changes, assists in the development of legislative proposals, and testifies as a technical expert before legislative committees and other public forums.

Prepares articles for publication, press releases, and promotional materials. Develops and implements fund-raising plans and public education and awareness programs and delivers presentations at conferences, public meetings, and seminars.

Meets with community groups, service providers, officials, other agencies, and customers to solicit input regarding a program's direction, evaluate a program's effectiveness, and assist in developing new programs.

Investigates sources of program funding, writes grants, administers program budget and grant funds, assists in the development and implementation of the budget, approves expenditures, and ensures grant funds are used correctly.

By position, develops volunteer programs, writes program descriptions and instructions to provide guidelines for volunteers and serve as a review tool, develops training curriculum, and recruits, trains, and directs volunteers.

By position, develops or modifies work plans, methods, and procedures and determines work priorities.

By position, assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

By position, resolves problems encountered during daily operations and determines standards for problem resolution.

By position, contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

By position, responds to formal and informal employee grievances and prepares written response.

By position, documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

By position, provides work instruction and assists employees with difficult and/or unusual assignments.

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.

Competencies

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Planning and Evaluating – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Education Requirement

Bachelor's Degree in Public Administration, Management, Sociology, Psychology, Political Science, or a related field.

Experience Requirement

Three (3) years of professional or technical level experience organizing the administrative aspects of a program(s) or training program participants and/or volunteers. (Some positions may require experience in a specific program area)

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

By position, requires certification in CPR/First Aid at the time of application or by the completion of probation.

Working Environment

For DPL Positions Specifically:

Potential exposure to infections and contagious diseases.
Subject to varying and unpredictable situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.
Handles absentee replacement on short notice.
Handles emergency or crisis situations.
Personal Safety: aware of surroundings, people, and events.

Level of Physical Demand

For DPL Positions Specifically:
2-Light (10-20 lbs.) to 4-Heavy (50-100 lbs.)

Physical Demands

For DPL Positions Specifically:

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: Remaining in a stationary position.
Reaching: Extending the hands, arms, or other device in any direction.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Fingering: Picking and pinching, through use of fingers or otherwise.
Talking: Communicating ideas or exchanging information.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Repetitive Motions: Making frequent or continuous movements.

Eye/hand/foot coordination: Performing work through using two or more body parts or other devices.

Walking: Ability to move or traverse from one location to another.

Carrying: Transporting or moving an object.

Pushing: Exerting force upon on object so that it moves away from the person.

Pulling: Exerting force upon an object so that it is moving to the person.

Balancing: Maintaining equilibrium.

Stooping: Positioning oneself low to the ground.

Kneeling: Assuming a lowered position.

Crouching: Positioning body downward and forward.

Lifting: By Position, may move objects 10-20 pounds, 20-50 pounds, or 50-100 pounds from one level to another.

Standing: Remaining in a stationary position.

Written Comprehension: Ability to discern the meaning of written words.

Neck Flexion: Perceiving objects located above or below.

Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.

Kneeling: Assuming a lowered position.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Licensure/Certification

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: A-808

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: