



Office of Human Resources  
Program Administrator - YA1716  
THIS IS A PUBLIC DOCUMENT

### 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**

Pressure due to multiple calls and inquiries.  
Subject to many interruptions.  
Subject to varying and unpredictable situations.  
Subject to long irregular hours.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

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

Sitting: remaining in the normal seated position.  
Handling: seizing, holding, grasping, or otherwise working with hand(s).  
Fingering: picking, pinching, or otherwise working with fingers.  
Talking: expressing or exchanging ideas by means of spoken words.  
Hearing: perceiving the nature of sounds by the ear.  
Repetitive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.  
Near Acuity: ability to see clearly at 20 inches or less.  
Depth Perception: ability to judge distances and space relationships.  
Field of Vision: ability to see peripherally.  
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check  
Employment Verification  
Education Check

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: A-808**  
**FLSA Code: Y**  
**Established Date: 9/21/2018**  
**Established By: LS**  
**Revised Date:**  
**Revised By:**  
**Class History:**