General Statement of Duties
Performs administrative and paraprofessional work organizing the administrative aspects for a program area(s), develops and establishes work processes and procedures to deliver program services, evaluates effectiveness of program services and efficiency of processes, and implements prescribed program guidelines and objectives.

Distinguishing Characteristics
There are three classes in the program series; however, this is not a progressive series. This class develops and establishes work processes and procedures to deliver program services and evaluates effectiveness of program services and efficiency of processes. This class is distinguished from the Program Administrator which implements, administers, and develops program activities and functions. This class is distinguished from the Staff Assistant that performs paraprofessional work assisting professional staff in the execution and application of specific administrative functions to the operations of a department/agency.

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

Guidelines, Difficulty and Decision-Making Level
Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or programs in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received & Quality Review
Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communication & Purpose
Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and/or gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised
By position, performs lead work.
**Essential Duties**

Designs, organizes, establishes, and evaluates work processes to ensure delivery of program services and to fulfill program objectives. Studies existing policies, procedures, and directives and recommends revisions or additions when necessary.

Interprets/explains policies, processes, applicable laws, rules, regulations, and guidelines specific to a program to resolve problems, functions as an information clearinghouse for program questions, and provides information and advice to current and potential program participants on program issues and requirements.

Coordinates action where several organizational entities are involved and follows up to ensure that all details and requirements are met.

Reviews program operations for compliance, identifies program strengths and weaknesses and problem areas of non-compliance, recommends corrective action, and instructs individuals and groups on proper methods and procedures for compliance with program regulations.

Assists with planning, monitoring, and evaluating the program area.

Writes or revises procedural and training manuals and summary reports.

Conducts orientation, training demonstrations, and presentations for individuals, groups, and organizations.

Recruits and trains volunteers.

Conducts customer/participant surveys to gather information on program services and customer satisfaction, monitors program participants to ensure quality services are rendered, and provides continuous support to program participants to identify gaps in services.

Assists in the development of the program budget, approves and processes pre-approved expenditures, and assists with preparing grants.

By position, develops or modifies work plans, methods, and procedures and determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. 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 appropriate solutions.

By position, contributes to the development of the performance enhancement plan, documents performance, provides performance feedback, and furnishes information for the formal performance evaluation.

By position, responds orally to informal grievances and relays information to the supervisor.

By position, documents situations which may be cause for disciplinary action and provides this information to the supervisor.

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**

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.
Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

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.

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

### Knowledge & Skills

Skill in applying existing guidelines or recommending new approaches to the development and modification of work plans, methods, and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

### Education Requirement

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

### Experience Requirement

Three (3) years of technical or administrative experience performing standard research and evaluation, case management, and/or implementing work processes.

### 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.

Additional appropriate education may be substituted for the minimum experience requirements.

### Licensure & Certification

None

### Working Environment

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
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-618
- **FLSA Code:** N
- **Management Level:** 8
- **Established Date:** 9/21/2018
- **Established By:** Lori Schumann
- **Revised Date:** 5/14/19
- **Revised By:** Ryland Feno
- **Class History:** Revised Management Level from 10 to 8.