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 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 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 a department/agency 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 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.

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

**Licensure & Certification**

None

**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 an 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

**Assessment Requirement**

None

**Probation Period**

None
Class Detail

Pay Grade: A-618
FLSA Code: N
Management Level: 10
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: