



Office of Human Resources
Program Manager - LA2962
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General Statement of Duties

Performs professional level program management work for designated projects within the agency. Responsible for organizing, planning, budgeting, administering and monitoring one or more projects, which may cross several functional areas. Matrix manages and plans the work of employees, consultants, vendors, contractors, on-calls and other staff who work in specific program areas. Provides leadership, program direction, and long range and short-term planning for the program area(s), directs program design, policy development, and performance criteria for program operations, and makes budgetary and resource allocation decisions.

Distinguishing Characteristics

This class provides leadership, direction, and planning for a program(s), matrix manages and plans the work of employees, consultants, vendors, contractors, on-calls and other staff who work in specific program areas. Responsible for budgetary and resource decisions.

This class is distinguished from the Program Administrator which implements, administers, and develops program activities and functions and may by position supervise program staff.

The Program Manager is distinguished from an operational manager who manages functional area(s) that support the core goals and objectives of a department/agency. Whereas, a Program Manager manages a specialized area(s) with complex components and discrete tasks which distinguish it from the main body of an organization.

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

Supervises full performance professional, administrative, and/or technical level program staff or matrix manages and plans the work of employees, consultants, vendors, contractors, on-calls, and other staff who work in specific program areas.

Essential Duties

Establishes overall program goals, oversees the development of comprehensive program policies, procedures, guidelines, and standards to ensure proper application and use by coordinating and revising administrative processes, and directs the development and maintenance of an information management system.

Directs the evaluation of a program(s) to determine if the program(s) is achieving its goals and objectives and meeting the needs of participants and the community.

Administers the overall financial operations of a program(s) including developing the annual operating budget, monitoring financial activities, developing required budget reports, preparing justification for equipment, facilities, and staffing levels, and submits final program budget for executive management approval.

Directs modifications of existing program services or creates new program(s) services to maintain or enhance program standing.

Acts as spokesperson for a program(s), advances the primary mission and goals of a program(s), and interacts with internal and external interest groups to explain program position, mediate differences, and seek modifications.

Directs the development and preparation of press releases, fundraising plans, promotional and public information materials, special and technical reports, and comprehensive annual reports that describe overall program accomplishments and justifies continued support.

Develops and recommends solutions for complex problems and highly sensitive issues that cross functional and administrative boundaries or where there may be significant coordination requirements that impact the future of a program(s).

Keeps executive management informed of administrative and legislative issues or changes in a program(s) area, prepares program position in response to proposed legislation, and testifies as a technical expert before legislative committees and in other public forums.

Works to maintain and improve relationships with officials, other agencies, community groups, and state and federal departments to improve decision making capability and better implement services in controversial areas.

Directs the grant administration for a program area(s) and reviews and approves grant proposal applications.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution. Provides work instruction and assists employees with difficult and/or unusual assignments.

By position, develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

By position, develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

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.

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

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

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.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of budgeting principles and practices sufficient to be able to administer a budget to accomplish program objectives.

Education Requirement

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

Experience Requirement

Three (3) years of full performance professional level experience developing, implementing, and administering programs.

Education & Experience Equivalency

Two (2) years 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

Licenses and certifications must be kept current as a condition of employment.

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

By position, Licensure/Certification

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: A-811

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 8/4/20

Revised By: LS

Class History: 8/4/20 - Revised level of supervision to include matrix manages and plans the work of employees, consultants, vendors, contractors, on-calls, and other staff who are assigned to specific projects. Changed management level from 5 to 9.