



Office of Human Resources
Infrastructure Program Manager - CE3256
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General Statement of Duties

Performs professional level program management work on large, complex, multi-disciplinary transportation and multi-model capital infrastructure programs from inception to completion, including: Development and implementation of program management models and delivery strategies; leadership of program initiation teams; development and implementation of program governance structures and stakeholder management plans; development and implementation of project delivery strategies using traditional and alternative delivery models; administration of change, risk, content and communications management policies and procedures; organizing, administering, and monitoring one or more projects simultaneously that have city-wide impact and requires a global, strategic understanding of federal and city agency policies, standards, and systems.

Distinguishing Characteristics

This class performs program management work on large and complex programs that have regional and city-wide impact. Positions in this classification generally report to an executive-level management. An Infrastructure Program Manager manages programs and large-scale projects with construction dollar values in the hundreds of millions. This classification must balance project priorities (scope vs. budget vs. schedule) within a large program to ensure the desired program outcomes.

The Infrastructure Program Manager class is distinguished from the Project Manager II class that performs advanced professional level project management work on complex projects that have city-wide impact. The Infrastructure Program Manager is also distinguished from the Project Manager I class that performs professional level project management work on projects from inception to completion by managing and coordinating departmental projects which includes organizing, administering, and monitoring one or more projects.

The Infrastructure Program Manager class is distinguished from the Principal Project Manager class that reviews project design(s) and schematics for quality, technical competence, and code and standards compliance, monitors the progress and quality of a project, and resolves problems and project barriers by identifying strategies and approaches to overcome barriers. Directs the development of pre-bid materials defining scope of work and related information necessary for request for qualifications (RFQ) and request for proposals (RFP); sets up selection boards and responds to questions concerning the project and/or contract(s); reviews bids; and prepares recommendations(s).

Project Management: is a carefully planned and organized effort to accomplish a specific one-time effort/endeavor and undertaken to achieve a particular aim. Project management includes developing a project plan, defining project goals and objectives, specifying tasks, how goals will be achieved, and what resources are needed, and associating budgets and timelines for completion. It also includes implementing the project plan along with careful controls to stay on the "critical path" that is to ensure the plan is being managed according to plan. Project management usually follows major phases including feasibility study, project planning, implementation, evaluation, and support/maintenance.

Matrix Management: is defined as a style of management where an individual reports to a supervisor and a team leader, one functional and one operational. This is a common practice for project/program management where an employee reports to his/her assigned supervisor and reports to a team leader/project manager on operational project issues. The employee's supervisor still has overall responsibility for performing the elements of supervision including performance evaluation and approving leave time and the team leader is responsible for performing the elements of lead work while the employee is assigned to a specific project.

Program Management: is the management of multiple related projects in a way that achieves value not recognized if the projects are managed individually. Where project management is focused on the application of knowledge, skills, tools, and techniques to meet project requirements, a program is comprised of multiple related projects that are initiated during the program's lifecycle and are managed in a coordinated fashion. The program manager coordinates efforts between projects but does not directly manage the individual projects.

Essential Duties

Performs professional level project/program management work on large, complex, multi-disciplinary programs from inception to completion; including organizing, administering, and monitoring one or more large-scale projects or programs simultaneously. Leads the management and coordination of programs that have city-wide impact and requires a global, strategic understanding of federal and city agencies, policies, standards, and systems.

Consults with agency and city leaders, elected officials, and other stakeholders to determine and establish program plans and goals, formulates and defines scope of work and objectives, and develops program management plans including time frames, funding limitations, contract costs, risk factors, staffing requirements, and allotment of available resources to various phases of a program.

Directs the development of program baseline budgets, schedules, work plans, and cost estimates/projections to identify cost savings; administers and monitors contracts, including contract negotiation and preparation of contract recommendations; and monitors project portfolios for conformance to approved plans and contract specifications.

Leads the development of a communication plan and related program status reports for key stakeholders and provides updates on project activities and information on risks and mitigation strategies.

Manages the budget for program planning, design, regulatory, and/or construction phases, recommends project budget needs for annual appropriations, and ensures program deliverables stay on-time, on-target, and on-budget. Recommends and approves budget changes as required.

Directs the development of integration/operational plans for existing stakeholders to ensure seamless integration of the program and project deliverable(s) into current operational environment and systems as necessary.

Interacts with utility companies, city agencies/departments, and other governmental agencies to obtain necessary permits and clearances and to ensure regulatory compliance.

Facilitates the preparation, review, and approval of designs, plans, specifications, and contract documents. Oversees projects and works in conjunction with agency and city departments, elected officials, other municipalities, business organizations, and other internal/external stakeholders.

Serves as the main or major point-of-contact for coordination with major stakeholders; i.e., city council, city divisions, community, etc. through the entire life-cycle of the program ensuring seamless stakeholder/customer operations.

Provides overall administrative management of a Program Management contract and resources and advising on a broad range of Program Management issues including: refining program(s), setting priorities, developing delivery strategies, implementing business processes and procedures, and addressing areas of concerns.

Coordinates and supervise external program management consultants and be responsible for all activities related to administrative management of the performance of consultant and Subconsultant staff.

Develop scopes of work for program management tasks, securing the necessary resources, and monitoring the performance of the program management contract.

Develops a strategy for delivery of a major improvement program consistent with policy direction and translating vision/strategy into execution and implementation.

Provides substantive direction on risk management, project delivery approaches, project acceleration alternatives, project prioritization, and other areas such as: project management, engineering, communications, pre-construction management and planning, and quality assurance/quality control (QA/QC).

Identifies trends and potential problems; develop recovery plans, as needed; identify priorities for programs ensuring future potential problems are identified early and avoided; and identify and/or develop policies and procedures required to successfully implement a program.

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.

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

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

Deciding and Initiating Action - Takes responsibility for actions, projects, and people. Makes quick, clear decisions based on data, considering the potential impacts and 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.

Project Management – Manages all aspects of one or multiple projects through initiating, planning, executing, monitoring, and closing project, complying with established control systems and rules. Monitors processes, progress, and results. Determines objectives, sets priorities, delegates work, and provides others with a clear direction. Works with others towards an agreement that may involve exchanging specific resources or resolving differences.

Strategic Thinking – Formulates objectives and priorities and implements plans consistent with the long-term interests of the organization in a global environment. Capitalizes on opportunities and manages risks.

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 the principles, methods, and tools for planning, initiating, executing, controlling and closing of large-scale capital infrastructure projects and programs in a public-sector environment. Understanding of how projects progress from planning, development, implementation and closeout in a programmatic setting. Essential skills include: organizational development, team building, negotiation and conflict resolution, interpersonal relationship building, and communications.

Level of Supervision Exercised

Matrix manages and/or coordinates and directs the work of engineers, architects, technical support staff, consultants, contractors and related personnel who have been assigned responsibility for various projects and/or portions of a project within a program and defines and manages the overall change control processes and quality assurance aspects of the program to ensure program success.

By position, supervises managers, supervisors, and/or individual contributors.

Education Requirement

Bachelor's Degree in Engineering, Architecture, Planning, Construction Management, Project Management, or a related field.

Experience Requirement

Five (5) years of experience in Program Management managing multiple projects.

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.

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

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

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

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.):

Accommodation: Ability to bring objects into focus.
Balancing: Maintaining equilibrium.
Carrying: Transporting or moving an object.
Color vision: Ability to distinguish and identify different colors.
Depth Perception: Ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

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

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: E-820

FLSA Code: Y

Established Date: 3/15/2020

Established By: AD

Revised Date:

Revised By:

Class History: