



**MARCH 2016**  
**FLSA: EXEMPT**

## **PROGRAM MANAGER**

### **DEFINITION**

Under general direction, plans, directs, and oversees the activities, operations, and projects of complex programs; serves as a technical expert and resource for assigned programs including providing extensive, in-depth, and specialized administrative, budgetary, financial, and compliance research, analysis, and support; analyzes programmatic practices and procedures and develops and implements recommendations for operational, policy, and procedural improvements; oversees and conducts needs analyses, feasibility studies, and evaluations for assigned programs; oversees, develops, summarizes, and maintains administrative, staff, technical, and fiscal reports and records; fosters cooperative working relationships among District units and divisions and acts as a liaison with various community, public, and regulatory agencies; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned Director or Division Manager. Exercises direct and general supervision over professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

Incumbents are responsible for programs that are related to ongoing operations, initiatives, and services, as well as management and/or Council priorities and directives. Positions perform complex planning, financial, and policy development work while serving as a specialist, liaison, and advocate for assigned programs requiring the use of initiative and resourcefulness, considerable independent judgment, and extensive contact with senior management positions within the City, other public agencies, legislators, private and community organizations, regulatory and governmental agencies, and the public. Incumbents are responsible for problem-solving requiring analysis of unique issues or problems without precedent and/or structure and formulating and presenting strategies and policy recommendations to management.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Develops and directs the implementation of goals, objectives, policies, procedures and work standards where applicable for the assigned program; interprets and complies with all applicable federal and state regulations.
- Monitors and directs or performs day-to-day operations of the assigned program to ensure that policies and procedures are being followed, that goals and objectives are met, and that services and projects are being accomplished efficiently and effectively; takes corrective action as necessary and, where subordinates are present, may relieve them of the most difficult, sensitive or controversial projects within the program.

- Develops and monitors the program's budget; oversees financial well-being of the program by analyzing cost effectiveness and exercising cost controls; prepares, submits and justifies budget enhancement requests to the Division Manager or Director.
- Plans, organizes, administers, reviews and evaluates the work of subordinate professional, technical, support and operational staff where present, through subordinate supervisors and lead workers.
- Provides for the selection, training, professional development and work evaluation of subordinate staff and makes recommendations on hiring, termination, promotion and discipline as required.
- Monitors and stays abreast of technological, legal and operational changes that affect the activities and work processes of the program; makes recommendations for and develops and carries out improvements to the program to meet changing mission parameters and requirements.
- Confers with and represents the program and the department in meetings with other City departments and divisions; serves as the City representative with a variety of public, business and community groups and organizations; fosters collaborative working relationships to the benefit of the program and the department.
- Prioritizes and allocates available program resources; reviews and evaluates program and service delivery, makes recommendation for and executes changes in operations to ensure maximum effective service provision; assists in developing new program function elements, including researching, compiling and analyzing supporting data.
- Performs complex administrative duties requiring oversight, attention to detail and analysis; performs strategic planning and financial analysis, including assisting in preparation of specialized program and project budgets to include staffing and operational needs.
- May provide staff support to commissions, committees and task forces.
- Negotiates, develops, monitors and administers a variety of contracts and agreements.
- Develops systems and maintains records that provide for the proper evaluation, control and documentation of assigned activities; prepares a variety of written correspondence, reports, procedures, directives and other materials.
- May act for the Division Manager or Director as assigned.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of project management and evaluation, including goal setting, scheduling, the development of objectives, work planning and organization, budgeting, purchasing, and contractor management.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Theories, principles and operational practices applicable to the area of assignment.
- Applicable laws, rules, ordinances and regulations;
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and computer applications.
- Records management principles and practices.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

**Ability to:**

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Develop, plan, coordinate, and implement a variety of recreational programs and facilities suited to the needs of the community.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize and present administrative and technical information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from a four-year college or university with major coursework related to the area of assignment and three (3) years of experience within or related to the program assignment; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect City recreation sites, to operate a motor vehicle, and to visit

various City facilities and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.