



PROGRAM MANAGER

DEFINITION

Under direction, plans, organizes, oversees, coordinates, and directs an identifiable program or programs and the work of staff performing difficult and complex professional and technical duties related to assigned programs and activities, including assisting with short-and long-term planning and budgeting; coordinates assigned activities with other County departments and outside agencies; provides highly responsible and complex professional assistance to management in areas of expertise; and performs related duties as assigned. Some positions may have additional responsibility for the planning and direction of administrative units.

SUPERVISION EXERCISED AND RECEIVED

Receives direction from assigned management personnel. Exercises direct supervision over supervisory, professional, technical, and administrative support staff. Supervision and direction may be provided directly or through subordinate supervisors.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating comprehensive programs. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation as well as performing and directing many of the day-to-day activities of the department. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Develops and/or manages and administers assigned program(s) and/or unit(s).
- Selects, trains, evaluates, and disciplines subordinate staff.
- Serves as a resource for interpretation of federal and state laws affecting the assigned program(s).
- Assists in the development of policies and procedures; reviews and assures proper procedures are in place and followed.
- Performs analysis and prepares detailed written reports of findings pertaining to the quality and efficiency of services provided within the assigned program(s).
- Maintains current awareness of changes in laws and regulations pertaining to assigned program(s) and keeps subordinate staff informed.
- Provides professional and technical consultation on complex program matters.
- Participates in the development and assists with provision of in-service training and staff development programs.
- Assists in preparation of budget information related to assigned program(s).
- Represents the department at community organizations, public gatherings, and meetings.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations as they relate to the area of assignment.
- Performs related duties as assigned.

When assigned to Child Support Services:

- Handles complex case work due to legal issues, the parties involved, and old regulations vs. new regulations.
- Establishes performance standards that meet State Child Support objectives and measures, training programs, and quality control programs to ensure uniform application of laws, regulations, and policies.
- Reviews cases requiring legal action and assists staff in preparing cases for prosecution.
- Prepares the operating budget(s) for assigned unit(s) and maintains expenses within budgetary limits.
- Represents the department with statewide child support services and civic organizations, the press, and others.

QUALIFICATIONS

Knowledge of:

- Operations and services provided within assigned program area.
- County, department, and program-specific policies and procedures.
- Principles and practices of program planning, development, implementation, management, administration, and services of assigned programs
- Principles and practices of employee supervision, including planning and assigning work, performance review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and practices of budget development and monitoring.
- Technical skills and requirements related to the assigned program(s).
- Public funding and budget preparation for the program(s) to which assigned.
- Community needs and resources and methods of assessing community needs, in the program(s) to which assigned.
- Methods and techniques of communicating with diverse populations.
- Resources within the community to supplement program services.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility including confidentiality laws in the program area assigned.
- Principles and practices of complex recordkeeping and documentation.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

When assigned to Child Support Services:

- Issues in the management of child support programs.
- California local government organization and state/local government relations pertaining to child support.
- Legal terminology and document processing as they relate to child support enforcement.

Ability to:

- Effectively manage and administer program operations and activities.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Plan, coordinate, implement, and evaluate the effectiveness of assigned program(s).
- Apply, interpret, and explain rules and regulations applicable to the assigned program(s).
- Analyze situations accurately, reach sound conclusions, and adopt an effective course of action.
- Establish goals and objectives
- Ensure the maintenance and retention of complex records, files, reports, and other documents.
- Generate a variety of business documents including letters, memoranda, reports, and other written material.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax; and explain technical information to individuals from a variety of educational and cultural backgrounds.
- 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.

When assigned to Child Support Services:

- Independently analyze workflow, employee performance and child support casework issues and take effective action.
- Ability to perform state mandated functions, including but not limited to ombudsperson, customer and community outreach, quality assurance and program improvement, training, Fair Hearing Officer, and/or media relations.

Education and Experience:

A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in public administration, business administration, or a field related to the program(s) to which assigned;

AND

Two (2) years of experience providing professional level administrative, financial and management analytical support, or professional level experience in the technical area of the program(s) to which assigned.

When assigned to Child Support Services:

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in public administration, business administration, psychology, social services, accounting, public health, behavioral health, or a field related to the program(s) to which assigned;

AND

Two (2) years of experience performing duties similar to those of a Child Support Supervisor in a state or local government agency.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting; use standard office equipment, including a computer; some positions may be required to operate a motor vehicle; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently 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 frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees predominantly work in a facility or 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.

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed.

As required by Internal Revenue Service Publication 1075, individuals in positions that have access to Federal Tax Information (FTI), will be subject to a background investigation and a criminal history check. In addition, individuals hired into positions that have access to FTI will be re-investigated at the frequency prescribed in Publication 1075.