



PROGRAM MANAGER

Department: Multiple

Job Class: 401400

Pay Range: Professional 10

FLSA: Exempt

Bargaining Unit: None

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in the class. Classification descriptions are **not** intended to reflect all duties performed within the job.

GENERAL FUNCTION: Plan, manage, supervise and coordinate various programs, activities and operations within an assigned department division; administer service programs, personnel activities, oversee department budget and provide highly responsible and complex administrative support to Department Director.

ESSENTIAL FUNCTIONS:

- Administer, supervise, plan, coordinate and manage all activities of an assigned division within a department.
- Develop division plans, objectives and strategies. Determine appropriate implementation and monitor progress.
- Coordinate citizen groups, service agencies and other organizations involved in the planning process.
- Directly supervise, or be responsible for the direct supervision of, personnel at all levels of the organization, including professional, technical and clerical staff.
- Hire, train, evaluate and discipline assigned personnel.
- Evaluate business practices and assist in establishing appropriate service and staffing levels, and allocate resources accordingly.
- Meet with management and staff to identify and resolve problems; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures. Identify and implement opportunities for improvement, and coordinate the implementation of changes.
- Coordinate activities and special projects with other departments, outside agencies and organizations; prepare and present staff reports and other related correspondence.
- Represent department to elected officials and outside agencies; explain and justify department programs, policies and activities; negotiate and resolve sensitive, significant and controversial issues.
- Interpret detailed federal, state or local regulations to ensure compliance, which includes developing reporting systems to monitor programs, contracts, and budgets. Compile and analyze data to determine needs, makes recommendations and evaluates program.
- Provide highly responsible administrative staff assistance to department director including problem resolution, communication and public relations; direct specific and comprehensive analysis of a wide range of policies and issues.
- Frequently represent the Director on matters being presented before the County Council, other County Departments, public service agencies, community groups and/or the general public.
- Effectively persuade, inform, educate, train, solicit information, motivate and direct a wide variety of individuals or groups.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours.
- Meet the traveling requirements of the position.
- Perform the physical requirements of the position; works within the established working conditions of the position.

PROGRAM MANAGER

Classification Description – Pierce County

Page 2

ESSENTIAL FUNCTIONS: (continued)

- Work a flexible schedule, which may include evening, weekends, holidays and overtime.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned

SUPERVISION RECEIVED AND EXERCISED: Work is performed under administrative direction of the Department Director and is assigned in terms of broad general objectives within the resources available. An employee exercises considerable independent judgment and decision-making on technical and administrative matters, consulting with higher-level authority in matters involving policy direction or clarification. Work is reviewed for fulfillment of the division and departmental objectives, for conformance with governing laws and regulations, adherence to budget, and support and furtherance of Department mission, vision and goals. A Program Manager is responsible for direct and indirect supervision of personnel.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Work is primarily performed in an office environment on a daily basis. Travel to various work sites and/or meeting locations may be required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. Finger dexterity to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification. Ability to travel to attend meetings away from regular work site may be required. Public speaking and making oral presentations is required on a frequent basis.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Applicable federal, state and local laws, rules, regulations, policies and procedures.
- Principles and practices of planning, coordination, contracting, budget preparation, monitoring and evaluation.
- Management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Experience in contract development and implementation.
- Principles and practices of public administration, human resource management and supervision
- Products and services provided by the department.

Skill in:

- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.

PROGRAM MANAGER

Classification Description – Pierce County

Page 3

KNOWLEDGE, SKILLS AND ABILITIES: (continued)

Skill in:

- Interpersonal communications
- Written and verbal communications and presentations
- Team building, leadership and motivation
- Problem resolution.
- Goal and objective setting.
- Use and operation of personal computer, word processing and related spreadsheet material.

Ability to:

- Represent the department in the community and with political leaders in a manner that is consistent with department policies, mission and values.
- Analyze and interpret findings; and prepare comprehensive reports, procedures, and other correspondence.
- Plan, assign, supervise, train, evaluate, and provide guidance to staff including disciplinary action.
- Negotiate and problem solve.
- Express ideas clearly and concisely, both verbally and in writing.
- Establish and maintain cooperative and effective working relationships with co-workers, County management, private and public officials, consumers, advocacy groups, professionals, and the general public.
- Work independently with minimal supervision and as part of a team.
- Make verbal presentations to a variety of groups of diverse backgrounds.
- Ability to understand and follow instructions.
- Interact smoothly and positively with managers and senior department personnel, especially during the stress of operational problem situations. Work effectively and productively with others.
- Analyze situations quickly and objectively and determine a proper course of action; use appropriate independent judgment to make decisions of a technical, management and/or administrative nature in support of Department/County goals and objectives.
- Communicate effectively both orally and in writing, to audiences of various social, educational and economic backgrounds.
- Effectively coordinate, perform, and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position.
- Physically perform the essential functions of the classification.

MINIMUM REQUIREMENTS TO APPLY: Bachelors' degree in business administration, human resources or any other related field. Five or more years of experience in an administrative position requiring budgetary, personnel and supervisory skills. Or any combination of education and experience that demonstrates the knowledge, skills and abilities to perform the essential functions of the position. Positions in specific program areas may require program-related experience, education and/or training. Additional education or related experience may substitute for the recruiting requirements.

PROGRAM MANAGER

Classification Description – Pierce County

Page 4

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Ability to successfully complete Pierce County background investigation. A valid Washington State driver's license is required within 30 days of employment. Satisfactory physical condition as evidenced by a County approved physical examination may be required prior to appointment to the position.