

# **PROGRAM MANAGER I**

## **JOB PURPOSE AND SUMMARY**

Program Manager I positions manage and coordinate programs of limited impact to major programs and/or department divisions/sections or units involving one or more of the following: Operations analysis, budgeting, management and organization, work flow and staffing, systems development, program planning and evaluation, policy and procedure development, departmental administration or personnel operations.

Incumbents plan, develop and implement strategies and programs to accomplish goals, priorities and objectives including: managing and coordinating department resources; developing, interpreting, monitoring, adjusting and implementing policies and procedures; managing daily operations; and serving as a technical and administrative advisor. Program Manager I incumbents establishes precedent for the work of the program of the assigned County department. Specific duties vary based on department of assignment and range of responsibilities.

## **CLASSIFICATION DISTINCTIONS**

Program Manager I is the first level of the Program Manager classification series. It is distinguished from the Program Coordinator II by exercising considerable independence in decision making on complex and significant issues. Program Manager I decisions may impact funding choices and spending, hiring and distribution of work, and may involve others external to the County.

Program Manager I classification is distinguished from Program Manager II by having less complexity, scope, and overall organizational impact. Sensitivity to community awareness and handling political environment tactfully is a function of all Program Manager positions, and the extent of the responsibility is based on the depth and breadth of the position.

## **KEY OR TYPICAL TASKS AND RESPONSIBILITIES**

- Plans, develops and implements strategies and programs to accomplish department goals, priorities and objectives.
- Supervise staff; prioritizes, assigns and monitors work; evaluates performance; initiates and implements decisions regarding employee selection and discipline; ensures resources are available for department operations and provides staff training and cross-training.
- Coordinates department resources; developing, interpreting, monitoring, adjusting and implementing policies and procedures; managing daily operations; and serving as administrative advisor to department head and/or elected official.

## Clark County, Washington

- Represents the department at various events such as: meetings, hearings, training, and bid openings; and ensures that department goals, views and positions are presented.
- Confers with elected officials, department heads, local and state officials; coordinate activities with community groups; explains and promotes programs to the general public and population served.
- Evaluates department program(s); analyzes overall work load; ensures that activities are goal directed by prioritizing work assignments and adjusting resource allocation; and determines the need for additional resources or contract services.
- Prepares and administers operating and capital improvement budgets; estimates revenue and approves expenditures; researches additional funding sources; and writes grant proposals.
- Direct, coordinate and review the program work plan: meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures.
- Participates in community outreach efforts and activities as a community partner/agent of the County as applicable to the department assigned.
- Performs other related duties as required.

## **QUALIFICATIONS**

**Education and Experience:** Program Manager I positions typically require a job related Bachelor's degree or Master's Degree; and/or a combination of experience and specialized training which includes a minimum of four (4) years experience within the assigned area.

**Knowledge of:** The principles and practices of public sector organization and program operations; project management, including planning, scheduling, monitoring, and problem solving; methods and procedures of budget development and justification; application and interpretation of County, state and federal laws and regulations relevant to the program area; analysis and evaluation of policies, procedures, public information, and service delivery issues; local and state lawmaking processes; research methods and techniques; trends and practices within the specialized area; and personal computer applications and usage.

**Ability to:** Effectively plan, direct, and delegate program components; assign, supervise and evaluate the work of subordinates; delegate responsibility and authority to carry out policy directives of the governing authority in an effective and timely manner; write clear and concise reports, memoranda, and letters; analyze problems, identify alternative solutions, project consequences of proposed actions, and formulate recommendations; utilize various PC applications at an advanced level; interpret and explain policies, procedures, laws, and regulations; establish and maintain effective working relationships with the public, other governmental jurisdictions, contractors, and other County staff.

Clark County, Washington

**Other Special Requirements:** Some positions require a valid driver's license and a successful criminal background check as required by law.

### **WORK ENVIRONMENT**

Work is typically performed in an office setting with variations in temperature and noise levels, but work may also include field work and travel to meeting, training/seminars, and various public events to include evening meetings and as a result a valid driver's license may be required. Environment includes volume and temperament of people encountered in the course of work. Essential tasks involve reading and review of written documents and the use of personal computer software applications; oral communications both in person and via telephone. Most positions involve a high activity level and pace, competing time demands and may involve interaction with dissatisfied or angry customers. Light lifting and stamina are standard elements, which can be accommodated if necessary. Essential tasks typically include typing/keyboard skills, phone usage, reading, speaking, and listening.

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