

## Classification description

**Title:** Program Manager

**Job Code:** 0079

**Pay Range:** 21

**FLSA Status:** Exempt - Administrative

**Employee Group:** AFSCME 3580

**Established:** October 2019

**Revised:** NA

**EEO Category:** Professional

### DESCRIPTION

Manage and administer an assigned program, which may include program design and development. Incumbents recommend and carry out policies and procedures with a focus in one or more programmatic area. Program managers use professional and organization expertise and acumen to advance agency program objectives.

### DISTINGUISHING FEATURES

Program Managers plan, lead and are responsible for a program or multiple programs, or multiple components of an overall program.

The Program Manager recommends department policy, makes department commitments within their area of expertise and functions with little supervisory direction and guidance. Employees in this classification carry out responsibilities for mission-critical programs and projects that require initiative, independence, cultural competence and awareness of intergovernmental and community sensitivities and best practices in their area of influence. May provide lead direction to other professional staff.

### DUTIES AND RESPONSIBILITIES

1. Develops and implements goals, objectives, strategies, policies, procedures and processes to advance program(s); develops, evaluates, and implements program revisions to improve practices and achieve agency objectives.
2. Advises management and staff on a variety of issues related to assigned programmatic area. Works with management to establish program priorities.
3. Builds strategic relationships with project and program stakeholders that could include community leaders, other governmental colleagues, internal organizational stakeholders and others, to advance program goals and outcomes, identify funding sources and leverage resources.
4. Analyzes, reviews, and develops administrative and programmatic systems and procedures, ensures effectiveness of programs and compliance with internal and external requirements.
5. Convenes, leads and participates in interagency and interdisciplinary committees, forums, task forces of associated organizations and foundations to develop strategies or advance program objectives.
6. Serves as primary point of contact for program(s). Develops communication strategies and tools to advance and clarify program objectives. Responds to public inquiries and concerns. Serves as subject matter expert for media.

7. Identifies and communicates information regarding services, programs, areas of opportunity, and/or other pertinent information as appropriate.
8. Reports on program progress to a variety of audiences which may include Metro Council, Metro senior management, Metro departments, affiliated advisory committees and work groups and partner organizations and agencies.
9. Represents Metro on local, state, and national committees and related groups; confers and collaborates with a variety of governmental agencies and other organizations to achieve program goals.
10. As project work may require: anticipates, develops, nurtures, maintains and recommends to management effective project and program relationships and agreements such as internal cross-organizational project teams and community partnerships.
11. Conducts ongoing evaluation of the efficacy of program, identifies potential obstacles to achieving outcomes and recommends new approaches as needed. Solicits public and partner input; adapts program as appropriate.
12. Liaise with other departments to provide information on available resources, programs, and/or services and to provide professional consultation and share expertise.
13. Collects and analyzes a variety of complex data to support program objectives. May develop methodologies, design computer applications, and produce data products to meet program goals.
14. May advocate for Metro priorities and policy objectives with elected and appointed officials and represent Metro at public events. May develop advocacy agenda.
15. May manage grant programs in assigned areas of responsibility; monitor compliance with grant conditions and terms, maintain intake and accountability procedures, evaluate grants for program applicability, maintain grant records, and/or performs other related activities.
16. May analyze, review and develop systems and procedures and ensure effectiveness and compliance with internal and external requirements.
17. May develop and manage consultant contracts.
18. May develop, implement, manage and monitor program budget. May conduct cost benefit analyses.
19. May develop and administer a variety of administrative documents, including: Requests for Proposals, Requests for Quotes, procedural guidelines and related documents.
20. Maintains, and exhibits discretion with, confidential and/or sensitive information.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
  - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust

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- Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
  - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
  - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
  - Demonstrate sustainable practices in applicable field and generally for resource use and protection
  - Work assigned schedule (if applicable); exhibit regular and predictable attendance
  - Practice safe work habits
  - Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
  4. Perform other duties as assigned.

### **JOB SPECIFICATIONS**

#### **Education/Licensing and Work Experience:**

- Four years of experience in a similar position and
- A Bachelor’s Degree in applicable area of study; or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

#### **Knowledge, Skills and Abilities:**

- Knowledge of advanced principles and practices in assigned programmatic area
- Knowledge of applicable Federal, State, and local laws, rules, regulations, codes, and/or statutes and ability to interpret and apply them
- Application of strategic planning principles
- Program/project management principles and techniques
- Problem analysis, identification of alternative solutions, projecting consequences of proposed actions, and making recommendations in support of goals
- Analyzing the applicability and/or value of the implementation of emerging trends and/or services
- Assessing the consequences and outcomes of program initiatives
- Ensuring compliance with applicable internal and external program requirements
- Analyzing processes and making recommendations for improvement
- Researching, analyzing, and applying relevant information to the development of departmental processes and programs
- Coordinating activities with other internal departments and/or external agencies

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- Apply relationship building skills. Possess understanding of power dynamics and historic imbalances between government and community organizations. Strong listening skills, intercultural communication skills and ability to navigate interpersonal conflict.
  - Knowledge of community engagement principles that establishes and strengthens relationships with communities of color and other historically marginalized communities.
  - Preparation of a variety of reports related to operational activities, including statistical analysis
  - High level skill in communicating through oral and written mediums
  - Perform all position essential duties and responsibilities
  - Use discretion with confidential and sensitive matters
  - Successfully pass the background check and screening requirements required for the position

### **SUPERVISION RECEIVED**

Supervision received from Director, Manager or Supervisor

### **SUPERVISION EXERCISED**

This position has no supervisory responsibility but may provide leadership and guidance to staff.

### **TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING**

Standard office equipment is used. There may be other tools and equipment depending on the project assignment.

### **WORK ENVIRONMENT**

As necessary to meet workload demands, works outside of typical schedule including evening/weekend hours. Work may require travel to off-site locations.

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*The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*