

Class Title: Program Supervisor

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Plans, organizes, and manages programs, events and personnel. Identifies trends in program outcomes, and monitors program compliance. Promotes public relations, and performs other related duties.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Supervises by directing activities, monitoring and evaluating performance, providing guidance and direction, training workers, monitoring work quality, and recommending achievement and disciplinary actions.
2	L	Offers managerial support by reviewing and evaluating personnel recommendations, evaluating case loads, designing and coordinating program activities and research projects, enforcing policies, planning programs, evaluating changes, and conducting staff meetings.
3	S	Identifies trends by analyzing data to determine trends in program outcomes, evaluating trends, developing plans of action to correct program deficiencies, and assisting the department in developing and refining measures that monitor its productivity, efficiency, and effectiveness.
4	S	Monitors for compliance by retrieving computerized reports to ensure program compliance and establishing methods of assuring compliance with local, state, and federal policy, procedures, and guidelines.
5	L	Promotes public relations by resolving conflicts, complaints, and concerns, serving on committees, attending meetings, and interpreting programs to other agencies and the media.
6	S	Performs related duties by writing and presenting reports, developing contracts, and drafting training manuals.

CSC Adopted: October 2001, CSC Revised: _____

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Five years experience.
Certifications and Other Requirements	Valid Driver's License may be required depending on assignment.
Reading	Work requires the ability to read legislation, and policies and procedures.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write proposals, performance evaluations, correspondence, various reports, and presentations.
Managerial	Managerial responsibilities include directing programs, and developing and implementing standards and procedures.
Budget Responsibility	Prepares documents and does research to justify language used in documents for a unit of a department and may recommend budget allocations.
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees in a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required.

CSC Adopted: October 2001, CSC Revised: _____

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Presentations, office equipment, filing in cabinet drawers
Sitting	C	Computer, desk work, meetings, driving
Walking	F	Inter-office, to/from office equipment, retrieving supplies
Lifting	O	Cases, office supplies, manuals, mail
Carrying	O	Cases, office supplies, manuals, mail
Pushing/Pulling	O	Desk drawers, chair, file cabinet drawers
Reaching	O	Retrieving manuals, materials
Handling	O	Cases, office supplies, manuals, mail
Fine Dexterity	C	Computer keyboard, telephone keypad, writing
Kneeling	R	Checking computer power source
Crouching	R	Accessing shelves, bookcase
Crawling	N	
Bending	O	Lifting cases, manuals, filing in cabinet drawers
Twisting	F	Desk to computer
Climbing	R	Stairs
Balancing	O	Stairs
Vision	C	Computer, desk work, reading, driving
Hearing	C	Staff, supervisor, clients, telephone, meetings
Talking	F	Staff, supervisor, clients, telephone, meetings, presentations
Foot Controls	O	Driving
Other (specify)	N	

CSC Adopted: **October 2001**, CSC Revised: _____

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Telephone, copy machine, fax machine, calculator, overhead projector, general office supplies, computer, laser or inkjet printer, Standard Microsoft Windows and Office software

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	W	Darkness or Poor Lighting	N
Physical Danger or Abuse	W		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	F
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 3 below)	N

- (3)