

Class Title: Programs Manager

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Manages programs areas, including the planning, implementation, operation and accountability of programs. Interprets program data and information. Coordinates personnel and program activities. Works with supervisors to establish appropriate case loads.

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	Manages various programs by assisting with the design, implementation, operation and development of the programs, identifying and resolving client difficulties and providing ongoing policy interpretation and clarification.
2	S	Disseminates and interprets program data and information by maintaining contact, responding to inquiries and providing program information.
3	S	Coordinates staff and program activities by assisting in employee selection and evaluation, assigning work, setting expectations, recommending and authorizing training and staff development, working with administrators and staffing cases as needed to ensure compliance with practices and maintaining ongoing communication with administrators and staff.
4	S	Works with supervisors to establish appropriate case loads by monitoring caseloads and recognizing / understanding caseload demands.

CSC Adopted: October 2001, CSC Revised: November 2019

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires specialized knowledge in a professional or technical field. Work requires professional level of knowledge of a discipline equivalent to that which is acquired in a Masters degree-level of study or equivalent.
Experience	Five years experience in specialty area.
Certifications and Other Requirements	Valid Driver’s License may be required depending on assignment. Professional certification and/or licensure may be required for assignment in special areas.
Reading	Work requires the ability to read federal, state and local reports, policies and procedures, regulations and codes, proposals, contracts, performance evaluations and recommendations.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write reports, program plans, proposals, policies and procedures, summaries, performance evaluations, recommendations and articles for publication.
Managerial	Managerial responsibilities include planning and managing work assignments, developing program operational plans, coordinating client service delivery systems, monitoring program compliance, analyzing data, providing staff development and participating in activities related to the operations.
Budget Responsibility	Researches documents, compiles data for computer entry, and/or enters or oversees data entry and has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit of bureau size.
Supervisory / Organizational Control	Work requires managing and monitoring work performance by directing subordinate supervisors or administrators, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
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. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, vendors and sales representatives.

CSC Adopted: October 2001, CSC Revised: November 2019

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	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	Making presentations
Sitting	F	Desk work
Walking	O	To other offices and buildings
Lifting	O	Case records and materials, mail
Carrying	O	Case records and materials, mail
Pushing/Pulling	R	Video/visual aid equipment
Reaching	O	For equipment and materials
Handling	F	Paperwork, mail
Fine Dexterity	C	Computer keyboard, writing
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves
Crouching	R	Filing in lower drawers, retrieving items from lower shelves
Crawling	N	
Bending	O	Filing in lower drawers, retrieving items from lower shelves
Twisting	N	
Climbing	O	Stairs
Balancing	N	
Vision	C	Reading, computer monitor
Hearing	C	Communicating with personnel and on telephone
Talking	C	Communicating with personnel and on telephone
Foot Controls	N	
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Copier, telephone, fax machine, general office supplies, shredder, video equipment, microphone, computer, printer, VACIS, ADAPT, UNISYS, LAN, Microsoft applications

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		PRIMARY WORK LOCATION	
Mechanical Hazards	N	Dirt and Dust	N	Office Environment	X
Chemical Hazards	N	Extreme Temperatures	S	Warehouse	--
Electrical Hazards	N	Noise and Vibration	N	Shop	--
Fire Hazards	N	Fumes and Odors	N	Vehicle	--
Explosives	N	Wetness/Humidity	S	Outdoors	--
Communicable Diseases	M	Darkness or Poor Lighting	N	Other (see 2 below)	--
Physical Danger or Abuse	N				
Other (see 1 below)	N				

- (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	R
Other (see 3 below)	N

- (3)