# PROGRAM MANAGER

## CLASS SUMMARY:
This is the management level within the program series. Incumbents have responsibility for developing and implementing programs and services; developing program policies and procedures; and ensuring program compliance with laws, rules, regulations, policies, and procedures. Incumbents serve as a liaison and resource for collaboration and coordination of services; evaluate programs for quality assurance; and develop improvements and enhanced methods for delivery of services. Incumbents typically have formal supervisory responsibility of staff, or may manage a program and its services without direct supervision of regular County staff.

## TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

<p>| 1. | Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations. |
| 2. | Develops, plans, and implements goals, objectives, strategies, policies, and procedures for a complex or multiple program(s). |
| 3. | Analyzes program data and assesses needs and opportunities. |
| 4. | Analyzes, reviews, and develops administrative and programmatic systems and procedures to ensure effectiveness of programs and compliance with internal and external requirements. |
| 5. | Leads and/or participates in a variety of community activities and/or organizations to develop partnerships/coalitions that address assigned program issues; confers with a variety of governmental agencies and other organizations regarding program issues. |
| 6. | Develops a variety of administrative documents, which may include: Requests for Proposals, Requests for Quotes, service provider contracts, procedural guidelines, proposal applications, grant plan sections, and/or other related documents. |
| 7. | Prepares and delivers presentations on program(s); facilitates meetings on program services and issues; attends professional conferences and training sessions. |</p>
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<th>Serves as a liaison with clients and external agencies; represents the County and program on a variety of committees, events, advocacy groups, and/or other related groups.</th>
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<td>Designs and implements marketing and outreach strategies to ensure public exposure to County program offerings.</td>
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<td>Develops and administers section budgets; approves expenditures; reviews financial statements; manages financial operations.</td>
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**Performs other duties of a similar nature or level.**

**Knowledge of** (position requirements at entry):
- Supervisory principles;
- Public relations principles;
- Culturally competent practices;
- The role that culture plays in work relationships, operations and dynamics;
- Budget administration principles;
- Program management principles;
- Marketing principles;
- Grant and/or contract administration principles;
- Research methods;
- Applicable Federal, State, and local laws, rules, ordinances, statutes, and regulations;
- Advanced principles of assigned area of responsibility;
- Analytical methods and techniques;
- Area resources;
- Needs assessment methods;
- Accounting principles;
- Strategic planning principles;
- Program/project management principles and techniques.

**Ability to** (position requirements at entry):
- Monitoring and evaluating employees;
- Prioritizing and assigning work;
- Preparing and reviewing reports;
- Preparing and administering budgets;
- Managing and promoting programs and related activities;
- Creating a culturally inclusive work environment;
- Mediating and resolving conflict;
- Working effectively with clients, co-workers, employees and supervisors from diverse backgrounds;

**Training and Experience** (positions in this class typically require):
Bachelor's Degree in related field and five years of progressively responsible experience related to area assigned, including supervisory experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
**Licensing Requirements**: (positions in this class may require):
- Oregon Driver’s License;
- Professional licensure or certification related to the area assigned.

**Physical Requirements**:
- Positions in this class typically require: driving, grasping, talking, hearing, seeing, and repetitive motions.
- Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.
- Incumbents may be subject to travel.

**NOTE**: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

**Classification History**:
Draft prepared by Fox Lawson & Associates LLC (LM,KLR)  Date: (7/06)
Classification and grades (Job Codes N3001 and N3002) approved December 13, 2006 by Lane County Board Order 06-12-13-3.
Grade (Job Code N3005) approved May 7, 2008 by Lane County Board Order 08-5-7-12.
FLSA Status: Exempt
Grade (Job Code N3003) approved 3/19/2019 by Lane County Board Order #19-03-19-03.
Grade (Job Code N3005N) approved 10/12/2021 by Lane County Board Order #21-10-12-12.