**PROGRAM SPECIALIST**

**CLASS SUMMARY:** Under supervision, employees perform specialized complex program assistance and a variety of program support duties for assigned program area(s). Requires specialized knowledge and experience in program or operational area; assists in collecting, organizing and preparing detailed program information, research, studies, and reports; and performs related duties as assigned.

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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Monitors compliance of applicable internal and external requirements associated with program operations.</td>
</tr>
<tr>
<td>2.</td>
<td>Provides complex and specialized clerical and administrative activities in support of program operations.</td>
</tr>
<tr>
<td>3.</td>
<td>Provides internal and external customers with technical assistance and information pertaining to program area(s).</td>
</tr>
<tr>
<td>4.</td>
<td>Gathers and assembles data involving limited variables; performs structured mathematical and statistical calculations; performs comparative analyses of technical data.</td>
</tr>
<tr>
<td>5.</td>
<td>Assists in providing management /supervisory staff with complex technical administrative reports and presents routine level recommendations pertaining to assigned program area.</td>
</tr>
<tr>
<td>6.</td>
<td>Assists in conducting research studies or performs independent research.</td>
</tr>
<tr>
<td>7.</td>
<td>Assists in updating policy and procedure manuals for assigned program.</td>
</tr>
<tr>
<td>8.</td>
<td>Participates in the technical phases of special studies, surveys, investigations and research projects; prepares graphic charts.</td>
</tr>
<tr>
<td>9.</td>
<td>Surveys applicable program practices in other jurisdictions.</td>
</tr>
<tr>
<td>10.</td>
<td>Assists in preparing proposals for new and adjusted services to include finance, staffing and organization requirements.</td>
</tr>
<tr>
<td>11.</td>
<td>Updates and maintains program forms.</td>
</tr>
<tr>
<td>12.</td>
<td>Performs a variety of duties related to special assignments and projects.</td>
</tr>
</tbody>
</table>
**Knowledge of** (position requirements at entry):

- Assigned program area(s).
- Functions of program area.
- Computers and computer applications.
- Report writing methods and techniques.
- Effective public information and relations techniques.
- Basic record keeping principles.
- Applicable Federal, State and Local laws and regulations.
- Culturally competent practices.
- Public Relations principles.
- Area resources.

**Ability to** (position requirements at entry):

- Supporting program administration.
- Assisting in research studies and preparing reports.
- Running, monitoring and updating reports.
- Exercising judgment and discretion.
- Analyzing situations and adopting an effective course of action.
- Establishing and maintaining effective working relationships with those contacted in the course of work.
- Communicating clearly and concisely, both orally and in writing.
- Multi-tasking; setting priorities and timelines; meeting deadlines.
- Working independently and as a team player.
- Operating a computer and applicable program applications.

**Training and Experience** (positions in this class typically require):

High School Diploma or GED supplemented by coursework in Public Administration or Program area and three years of progressively responsible support experience related to program(s); or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. AA preferred.

**Licensing Requirements** (positions in this class may require):

- Oregon Driver's License

**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**:
Prepared by: Lane County Human Resources (CT)  Date: 8/09/07  
Classification and grade (Job Code N3033) approved on August 29, 2007 by Lane County Board Order 07-8-29-17.  
FLSA Status: Non-Exempt