



**JULY 2009**  
**FLSA: EXEMPT**

## **PROGRAM MANAGER**

### **DEFINITION**

Under administrative direction, plans, organizes, oversees, coordinates, and participates in performing the full range of professional, technical, and administrative support related to the activities of an assigned program providing essential resources and services to students; assumes responsibility for day-to-day operational management of all activities and functions in a designated program area, including developing, implementing, and evaluating program policies, procedures, and standards; determines program service levels and enhancements; develops and monitors program budgets; provides technical advice and/or supervision to staff, other departments, the public and other agencies; ensures compliance with all Federal, State, and local regulations and guidelines governing the assigned program(s); and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from assigned management and/or supervisory staff. Exercises general and direct supervision over professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This classification organizes and oversees all day-to-day administrative and operational activities of the assigned program(s). Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent is responsible for providing professional-level support to the assigned Dean in a variety of areas related to the assigned program. Successful performance of the work requires an extensive professional background, as well as, skill in coordinating programmatic work with that of other departments, divisions, outside agencies, and the public. This class is distinguished from Dean in that the latter has overall responsibility for overseeing all functional areas and programs of an assigned department, including developing, implementing, and interpreting public policy.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Develops and directs the implementation of goals, objectives, policies, procedures, and work standards where applicable for the assigned program; interprets and complies with all applicable federal and state regulations.
- Monitors and directs or performs day-to-day operations of the assigned program to ensure that policies and procedures are being followed, that goals and objectives are met, and that services and projects are being accomplished efficiently and effectively; takes corrective action as necessary and, where subordinates are present, may relieve them of the most difficult, sensitive, or controversial issues, activities, and projects within the program.

- Develops and monitors the program's budget; oversees financial well-being of the program by analyzing cost effectiveness and exercising cost controls; prepares, submits, and justifies budget enhancement requests to the Dean.
- Plans, organizes, administers, reviews, and evaluates the work of subordinate professional, technical, support, and operational staff.
- Provides for the selection, training, professional development, and work evaluation of subordinate staff and makes recommendations on hiring, termination, promotion and discipline as required.
- Speaks to high school assemblies, community organizations, college fairs, adult schools, and at special events regarding categorically funded programs and services offered.
- Establishes and maintains relationships with community leaders, various organizations, and public agencies to encourage participation, stimulate interest, and coordinate campus projects with assigned programs and activities.
- Monitors and stays abreast of technological, legal, and operational changes that affect the activities and work processes of the program; makes recommendations for and develops and carries out improvements to the program to meet changing mission parameters and requirements.
- Confers with and represents the program and the department in meetings with other District departments and divisions; serves as the District representative with a variety of public, business, and community groups and organizations; fosters collaborative working relationships to the benefit of the program and the department.
- Prioritizes and allocates available program resources; reviews and evaluates program and service delivery, makes recommendation for and executes changes in operations to ensure maximum effective service provision; assists in developing new program function elements, including researching, compiling, and analyzing supporting data.
- Performs complex administrative duties requiring oversight, attention to detail, and analysis; performs strategic planning and financial analysis, including assisting in preparation of specialized program and project budgets to include staffing and operational needs.
- May provide staff support to commissions, committees, and task forces.
- Develops systems and maintains records that provide for the proper evaluation, control, and documentation of assigned activities; prepares a variety of written correspondence, reports, procedures, directives and other materials.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Principles and practices of budget development and contract administration.
- Principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of comprehensive purchasing, training, and professional development, program development, implementation, and management.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Educational, cultural, age-specific, and social needs of the community.
- Business letter writing and the standard format for reports and correspondence.

- Principles and practices of data collection and report preparation.
- Business mathematics and basic statistical techniques.
- Recordkeeping principles and procedures.
- Modern office practices, methods, computer equipment and computer applications related to work, including word processing, database, and spreadsheet applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

**Ability to:**

- Develop, implement, and evaluate goals, objectives, policies, procedures, work standards, and internal controls for the assigned program areas.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Effectively administer a variety of programs and administrative activities related to the assigned program(s).
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations governing assigned program(s).
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Make accurate mathematical, financial, and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from an accredited four-year college or university with major coursework in social science, education, public or business administration, or a related field, and three (3) years of increasingly responsible experience related to the duties of the assigned program, including some supervisory experience.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.