

CLASS SPECIFICATION
Program Manager

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general direction, plans, organizes, manages and participates in the work of staff engaged in developing, implementing and administering a moderate to large-sized bureau or Citywide program or project; plans and monitors performance against program goals and objectives and ensures program results; leads and participates in efforts to build program support and participation with internal and external program or project stakeholders; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Program Manager is responsible for planning, implementing and evaluating a moderate- to large-sized Citywide or bureau-specific program, generally with significant importance and City and/or bureau mission and program impact. An incumbent typically manages and directs the work of program staff and is accountable for attaining program and project results, while being actively engaged in efforts to build program support and coordinate program activities with internal and/or external program stakeholders. Work requires formal program/project management experience and competencies, together with excellent analytical and communications skills. Knowledge required for program activities can generally be learned within a reasonable time on-the-job and is not mandatory at time of appointment.

Program Manager is distinguished from Senior Program Manager in that an incumbent in the latter class has program management responsibility for a large, substantial program or project with significant cost, impact and visibility.

Program Manager is further distinguished from Program Coordinator by the incumbents' overall program management responsibility for a moderate to large program or project with bureau- or Citywide impact and visibility.

Program Manager is finally distinguished from other program/project management positions at an equivalent level that require a high degree of knowledge and experience in a specific discipline or program area.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of assigned program or project staff; develops, implements and monitors work plans to achieve City or bureau program goals and performance measures; develops and monitors performance against the program budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems

and procedures to achieve City and bureau program goals, objectives and performance measures consistent with the City's quality and citizen service expectations.

2. Plans, organizes, directs and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with City Charter, Code, human resources policies and labor contract agreements, subject to director and City management concurrence.
3. Provides leadership and works with program staff to develop and retain a high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Manages assigned Citywide or bureau-specific programs or projects; formulates overall program goals and researches, develops and implements program or project plans to meet goals and service objectives; develops, recommends and manages program budgets, features and metrics; develops and implements or recommends associated program policies and operating and administrative procedures; identifies and recommends solutions to program resource needs and requirements; develops an annual work program and calendar; plans, organizes, implements and evaluates work activities to meet established overall program or project goals and objectives; analyzes alternative methods or processes to meet program and service delivery goals, including conducting cost benefit and resource requirement analyses; ensures program compliance with all applicable City and outside agency requirements.
5. Identifies public and private resources to support program objectives; supervises the development of proposal and funding applications; supervises and participates in drafting requests for proposal, including defining scope of work; evaluates proposals and selects successful bidders; prepares required ordinances and other related reports; administers contracts for services and monitors work to ensure contract requirements are met.
6. Evaluates the effectiveness of program activities and makes or recommends program modifications; monitors conformance with program budget and other City/grantor requirements; prepares narrative and statistical program performance reports and recommendations.
7. Coordinates and integrates program services and activities with other bureaus and City offices; develops program partnerships, where applicable, with external agencies and organizations; leads, facilitates and manages development of agreements for multi-agency efforts.
8. Supervises and participates in program outreach and promotional activities, including development of information and outreach materials and planning and conducting outreach and educational programs and events.

9. Serves as a expert program resource; provides training and technical assistance to City and other agency staff; creates and interprets program policies and associated regulations; represents the bureau in meetings with outside agencies regarding program issues.
10. Performs legislative and policy analyses of complex issues with potentially significant impact on assigned program operations and/or funding; formulates approaches and courses of action to address issues identified.

OTHER DUTIES

1. Manages, supervises and participates in a wide variety of specialized programs, such as: community crime prevention; youth crime prevention; metropolitan human rights center; federally funded housing, community development, economic development and workforce development; and others.
2. Supervises and participates in the development of applications for grant funding; manages and monitors program/contract compliance of grantee agencies.
3. Supervises and provides staff support to the multi-jurisdictional Housing and Community Development Commission.
4. Supervises and participates in developing the Consolidated Plan for the Portland Consortium.
5. Reviews federally-funded project proposals for potential negative environmental impacts and advises project managers on required mitigation actions; completes federally required reports and noticing processes; reviews environmental reviews conducted by other agencies; monitors contractor compliance.
6. Supervises, plans and conducts programs and activities to implement the Fire Bureau emergency services strategy; directs recruitment, development and training of volunteer neighborhood emergency teams.
7. Oversees and monitors bureau-wide contracting for professional, technical and expert services to ensure compliance with City purchasing and contracting rules and requirements; assists project managers with contracting matters; responds to protests from unsuccessful bidders; develops bureau contracting policies and procedures to ensure conformance with Citywide standards; reports on contracting activities.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, practices and methods of program, administrative and organizational analysis.
2. Principles, practices, tools and techniques of program/project planning and management.
3. Principles and practices of public administration, including purchasing, contracting and maintenance of public records.
4. Principles, practices and methods of budget development and management.

5. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
6. Principles and practices of public outreach and involvement, including marketing principles and practices.
7. Methods and techniques for community organizing and partnership building.
8. Principles and practices of sound business communication.
9. Principles, practices and techniques of group process facilitation and conflict resolution.
10. Principles and practices of effective management and supervision.
11. City human resources policies and labor contract provisions.

Ability to:

1. Plan, organize, manage and direct a variety of complex program functions and activities to achieve program goals and objectives.
2. Analyze difficult and complex program, administrative, operational and organizational objectives and issues, evaluate alternatives and reach sound, logical, fact-based conclusions and recommendations.
3. Collect, evaluate and interpret appropriate and applicable data, either in statistical or narrative form.
4. Coordinate program activities with multiple stakeholders and facilitate development of partnerships and multi-agency agreements.
5. Apply sound, creative problem solving techniques to resolve difficult program issues and problems.
6. Understand, interpret, explain and apply laws, regulations, ordinances and policies applicable to program/project responsibilities.
7. Understand, interpret and respond to internal and external customer needs and expectations.
8. Prepare clear, concise and comprehensive reports, correspondence and other documents appropriate to the audience.
9. Present conclusions and recommendations clearly, logically and persuasively to both internal and external program/project stakeholders.
10. Ensure the maintenance of all required files, records and documentation.
11. Exercise independent judgment and initiative within established guidelines.
12. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations.

13. Establish and maintain effective working relationships with bureau managers and staff, staff of other bureaus, representatives of other agencies, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration or a closely related field; and at least five years of progressively responsible program development, implementation and administration experience; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain work assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

7494 SENIOR COMMUNITY RELATIONS SPECIALIST. Adopted: 07-01-92

0970 PROGRAM MANAGER II. Adopted: 07-01-92

0968 PROGRAM MANAGER I. Adopted: 07-01-92

3152 PUBLIC WORKS CONSTRUCTION/INSPECTION SUPERVISOR. Adopted: 01-18-77;

Revised: 07-01-92, 02-18-97

Revised: 11-24-04 Clarified program knowledge requirements and Distinguishing Characteristics.

June 2009 - Change Job Class number from 7156 to 30000465, due to system change.