

**CLASS SPECIFICATION**  
**Senior 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 providing developing, implementing and administering a very large-scale program or project of significant City impact in terms of cost, public impact and visibility; 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 Senior Program Manager is responsible for planning, implementing and evaluating a broad, large-scale program, with significant City and/or bureau mission/program importance, visibility and cost impact. An incumbent typically manages and directs the work of a program/project staff and is accountable for attaining program and project results. Programs or projects typically entail substantial, multi-year resource commitments and significant City staff involvement. Work requires program/project management expertise to integrate multiple interests and stakeholders in achieving successful program/project results. In-depth organization and process knowledge is typically also essential for ensuring program/project success.

Senior Program Manager is distinguished from Program Manager by the incumbent's responsibility for managing larger, more complex programs or projects with significant cost, impact and visibility.

Senior Program Manager is further 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 multi-year and annual 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 a large-scale Citywide or bureau-specific programs or projects; formulates overall program/project goals; 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; 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. As project leader, defines project goals and objectives, convenes appropriate task forces and committees, develops agendas and facilitates meetings, develops and manages multi-year and annual work programs, negotiates, manages and expedites consultant contracts and monitors project status and progress; manages change control processes; leads and participates in the analysis and redesign of complex work processes associated with program/project requirements; conducts management reviews of progress against time lines and budgets and develops project reports and related materials; develops and prepares City Council reports and presentations.
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 multi-agency and intergovernmental agreements.
8. Manages and directs program outreach, informational and promotional activities, including development of information and outreach materials and planning and conducting outreach programs and events.
9. Serves as a expert program resource; provides training and technical assistance to City and other agency staff; 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. 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.

#### **MINIMUM QUALIFICATIONS**

##### **Knowledge of:**

1. Advanced principles, practices and methods of program, administrative and organizational analysis.
2. Advanced 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. Principles, practices and techniques of group process facilitation and conflict resolution.
8. Principles and practices of sound business communication.
9. Principles and practices of effective management and supervision.
10. 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 program/project goals, objectives, timelines and deliverables over a multi-year period.

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 consensus among diverse groups and individuals.
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. Negotiate effectively on behalf of the bureau and the City.
11. Ensure the maintenance of all required files, records and documentation.
12. Exercise expert independent judgment and initiative in the recognition and resolution of complex and difficult problems within established policy guidelines.
13. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations.
14. 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.

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### **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):

3359 PUBLIC WORKS PROJECT MANAGER. Adopted: 07-01-92; Revised: 01-28-94, 08-31-94  
09-21-95, 03-11-96

2010 ENVIRONMENTAL SERVICES MANAGER Adopted 07-01-92

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

June 2009 - Change Job Class number from 7158 to 30000466, due to system change.