

CLASS SPECIFICATION
Program Specialist

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, plans, organizes, and participates in a small, highly focused program or assists in administering elements of larger specialized bureau programs; carries out or assists in developing and implementing program plans, budgets, procedures and supporting program promotional materials; and performs related duties as assigned.

NOTE: This is a deep classification as provided in the HR Administrative Rules, 8.5 – Classification: Deep Classification Series, and incumbents may be reclassified in accordance with that Rule.

DISTINGUISHING CHARACTERISTICS

A Program Specialist performs difficult and responsible work in planning, implementing and evaluating a small, highly focused program, typically involving no or very limited additional involvement of City staff and a limited program budget. Incumbents may also be assigned responsibilities for assisting in administering a larger program or for implementing elements of a specialized bureau program. Work requires well developed analytical and communications skills, but does not require technical knowledge. Any program-specific knowledge can generally be learned within a reasonable time following appointment.

Program Specialist is distinguished from Program Coordinator in that incumbents in the latter class has overall program management responsibility for a small to moderate-sized program or project and is responsible to ensuring program results to meet established goals and objectives.

Program Specialist is distinguished from Assistant Program Specialist in that an incumbent in the former class independently performs program implementation and administration responsibilities for a very small program or assists in doing so on larger programs or projects.

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. Researches, develops, recommends and implements program plans to meet established goals for an assigned program or program element; participates in developing program designs, budgets, features and metrics; develops and recommends associated program policies and operating and administrative procedures; develops an annual work program and calendar; plans, organizes and implements work activities to meet established overall program goals and objectives; analyzes alternative methods or

processes to meet program and service delivery goals; ensures program compliance with all applicable City and outside agency requirements.

2. Maintains and reports on program activities and performance results data; monitors conformance with program requirements; assists in tracking program expenditures; assists in fund raising activities or in activities to secure additional funding.
3. Coordinates or assists in coordinating program activities with other bureau staff and outside agencies; participates in developing program partnerships, where applicable, with external agencies and organizations; assists in development of agreements for multi-agency efforts.
4. Plans and conducts program outreach and promotional activities for assigned programs; develops information, outreach and educational materials, including brochures, information packets, flyers, guides, handbooks, manuals and other documents; plans and conducts or assists in conducting program and/or events, including planning and carrying out event/activity logistical arrangements; makes presentations to community, neighborhood, business and school groups on assigned program.
5. Provides information and technical assistance to other agencies and organizations; coordinates with other agencies for information sharing and community education; responds to requests for information regarding program activities or requirements; represents the bureau in meetings with outside agencies regarding program issues.
6. Performs research and analysis of issues applicable to assigned programs; organizes, summarizes and presents information on program trends and development/implementation issues; develops and maintains databases for tracking various aspects of assigned programs; prepares required statistical reports; may maintain a library of program information for staff use.
7. Coordinates centralized information, referral and assistance services applicable to assigned program.

OTHER DUTIES

1. Performs a wide variety of program administrative duties in support of program activities, including coordinating mailings and ordering and distributing program supplies.
2. Staffs or assists in staffing advisory committees associated with program functions.
3. Assists with community revitalization and stabilization program activities; organizes community events to increase community awareness and collaboration on program issues; participates in community-planning processes in areas of assigned responsibility.
4. Develops or assists in developing grant applications for program funding; drafts and monitors contracts for community services; monitors grantee performance to ensure conformance with program requirements.
5. Drafts contracts and other related documents; prepares and processes ordinances, resolutions, easements and other legal documents associated with assigned program for submission to City Council; secures agreements for program construction needs; trains contractors and monitors contractor performance.

6. Responds to requests for investigative services; evaluates requests for appropriateness and processes requests for services.
7. Conducts in-person administrative reviews from code enforcement appellants; coordinates recordings of code violations and related lien billing and satisfaction processes.
8. May assist in the work direction of clerical support staff.
9. May recruit and coordinate the work of program volunteers.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, practices and methods of program, administrative and organizational analysis.
2. Basic principles and practices of program/project planning and management.
3. Principles and practices of public administration, including purchasing, contracting and maintenance of public records.
4. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
5. Basic principles and practices of public outreach and involvement, including marketing principles and practices.
6. Principles and practices of sound business communication.

Ability to:

1. Analyze assigned program, administrative and operational issues, evaluate alternatives and reach sound, logical, fact-based conclusions and recommendations.
2. Collect, evaluate and interpret appropriate and applicable data, either in statistical or narrative form.
3. Coordinate program activities with multiple stakeholders to ensure agreement and consensus.
4. Apply sound, creative problem solving techniques to resolve difficult program issues and problems.
5. Understand, interpret, explain and apply laws, regulations, ordinances and policies applicable to assigned program responsibilities.
6. Understand, interpret and respond to internal and external customer needs and expectations.
7. Prepare clear, concise and comprehensive reports, correspondence and other documents appropriate to the audience.
8. Communicate effectively orally and in writing to both internal and external program stakeholders.
9. Ensure the maintenance of all required files, records and documentation.

10. Exercise independent judgment and initiative within established guidelines.
11. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations.
12. 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, social sciences or a closely related field; and at least two years of progressively responsible experience involving analysis, planning, and/or implementation of professional program assignments; 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):

0964 PROGRAM SPECIALIST

7492 COMMUNITY RELATIONS SPECIALIST

June 2009 - Change Job Class number from 7153 to 30000463, due to system change.