

**CLASS SPECIFICATION**  
**Community Technology Program Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general direction, plans, coordinates, manages and participates in developing, implementing and administering assigned cable and franchise management programs and activities; develops and recommends City policy on cable and franchise management issues; coordinates implementation of the telecommunications licensing program; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

The Community Technology Program Manager performs complex and responsible duties in developing, implementing and managing assigned cable and franchise management programs and activities, including developing, negotiating and enforcing franchise agreements, and is accountable for the achievement of program goals and objectives. The incumbent participates in developing and recommending City policy on cable and franchise management issues.

Cable and Franchise Program Manager is distinguished from Community Technology Operations Manager in that an incumbent in the latter class assists in managing and directing the activities of the Office for Community Technology, in addition to performing complex analytical, administration and enforcement duties.

**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. Coordinates and manages work of the utility franchise management program, including developing, negotiating and enforcing franchises and franchise renewals; develops and recommends City policy for wireless, cell and railroad use of the public right of way; coordinates implementation of the telecommunications licensing program.
2. Monitors compliance of all franchisees with their respective franchises; conducts compliance reviews and audits of telecommunications and utility franchisees; identifies enforcement issues and takes or recommends appropriate compliance and enforcement actions; develops and administers policies and procedures for the franchise enforcement program.
3. Manages and administers grant making activities on behalf of the Mt. Hood Regulatory Commission to local governmental agencies, educational institutions and community organizations for funding of telecommunications projects; develops recommendations for grant making program design and applicable policies and procedures; manages and coordinates the grant application and evaluation process; develops and administers the program budget; negotiates and administers grant contracts with non-profit public,

educational and governmental (“PEG”) access corporations; monitors grantees for program and fiscal compliance.

4. Plans, coordinates, manages and participates in development, design and implementation of the community institutional network (I-Net); develops and implements an I-Net management plan, including program policies and objectives, rate-setting methodologies, financial plans and operating budgets; facilitates building internal and external partnership among I-Net stakeholders; facilitates stakeholder input to planning processes.
5. Provides policy and staff support to the Mt. Hood Cable Regulatory Commission (MHCRC) for subcommittee meetings, task forces, liaison groups and planning retreats; presents recommendations to the Commission, City Council and County Commission.
6. Analyzes proposed changes to federal, state and local laws, regulations and rules as well as compliance orders and court decisions relating to cable, telecommunications and utilities issues; analyzes prospective impacts and recommends City legislative position statements; works with Office team members to develop strategy for testimony or other means of providing information to decision makers.
7. Analyzes, develops and reviews reports of findings, alternatives and recommendations involving a broad range of cable, telecommunications and utility franchising issues; monitors developments related to cable, telecommunications and utility franchising matters and evaluates their impact on City operations and programs; recommends policy and procedural improvements.
8. Provides interpretations of codes, administrative rulings and court cases in response to inquiries; receives complaints from the public, conducts research and responds or refers the matter to the appropriate agency.

#### **OTHER DUTIES**

1. Assists in monitoring program operations to ensure compliance with the Office’s annual work program and budget and goals established by the City Council and Mt. Hood Cable Regulatory Commission.
2. Participates on statewide task forces addressing telecommunications and franchise management issues and policies.

#### **MINIMUM QUALIFICATIONS**

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

1. Principles, practices, techniques and emerging trends in cable and telecommunications technology management, including the franchise and utility licensing process.
2. Methods and techniques applicable to long-range and strategic cable and telecommunications planning.

3. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
4. Principles of contract law and methods and practices of drafting contracts and agreements for a variety of purposes.
5. Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
6. Research methods and statistical analysis techniques.
7. Basic practices, trends and developments in communications network design, costs and capabilities.
8. Grant-making practices, policies and procedures.

**Ability to:**

1. Plan, coordinate, manage and evaluate complex programs in assigned areas of responsibility involving many diverse elements, interests and organizations.
2. Define issues, perform research, analyze problems, evaluate alternatives and develop sound conclusions and recommendations on complex regulatory, contract, management and administrative issues.
3. Assess requirements, set priorities and allocate resources to most effectively meet needs in a timely manner.
4. Evaluate programs and make recommendations for improvement.
5. Evaluate complex telecommunications and franchise management strategies and technology and make sound, prudent recommendations that maximize return on investment.
6. Understand, interpret, explain and apply City, state, and federal policy, laws, regulations and court decisions applicable to areas of responsibility.
7. Present proposals and recommendations clearly and logically in public meetings.
8. Represent the City effectively in meetings on cable and telecommunications issues and negotiate effectively on the City's behalf.
9. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials appropriate to both technical and non-technical audiences.
10. Exercise sound independent judgment within general policy guidelines.

11. Establish and maintain effective working relationships with all levels of City management, other governmental officials, employees, vendors and the public; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

**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 business or public administration, communications engineering or a closely related field; and at least five years of progressively responsible franchise management or telecommunications experience; or an equivalent combination of training and experience. Experience in a governmental setting is preferred.

**Licenses; Certificates; Special Requirements:**

Some work assignments may require a valid state driver's license.

**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 from position(s) within the following class(es)

0968 PROGRAM MANAGER I Adopted: 07-01-92

Revised:

June 2009 - Change Job Class number from 7695 to 30000703, due to system change.

October 2011 – updated to reflect name change from Office of Cable Communications and Franchise Management to Office for Community Technology.