

## Regulatory Program Administrator

FLSA Status: Exempt  
Bargaining Unit: District Council of Trade Unions (DCTU)

### General Summary

Positions in this broad class administer the program policy and operations of a business regulatory program, or programs such as towing contracts, private property impound, taxicab and limited passenger transportation, liquor licenses, amusement devices, social games, second hand dealers, and pay-and-park facilities. Duties may involve multiple specialty areas, depending on assignment, and vary with business and tax cycles, workplace needs, and process improvement functions.

### Regulatory Program Administrator - 30000190

#### Distinguishing Characteristics

This classification functions as a regulatory administrator for a single program or multiple program areas. The classification differs from Revenue and Tax Specialist by serving as the designated City representative for a business regulatory program, and by the program administration and process improvement duties related to that program, including: development of existing program modifications and new programs and components; writing and implementing program policy and recommending code revisions to City Council; leading and performing enforcement actions; administering diversity and workplace functions; coordinating program activities with various government agencies; analyzing and recommending city policy positions; and testifying on State legislation. The classification differs from Regulatory Program Specialist in that it has full authority over programs, including developing new regulatory programs, writing and implementing policy, and recommending code revisions to City Council.

#### Typical Duties/Examples of Work

1. Performs and coordinates day-to-day regulatory area planning with the director and other designated persons with responsibility for determining needs, developing strategies, and participating in Bureau, Council, Commissioner, or board meetings or workshops.
2. Functions as administrative and staff support to regulatory boards or other designated organizations, and, together with bureau director, is responsible for board agenda, meetings, staff functions, minutes, or other matters as may be required.

3. Investigates, reports and recommends action on assigned business regulatory program(s); interprets codes and determines appropriate action; and enforces regulations.
4. Serves as liaison and coordinates with various City and outside agencies, and law enforcement regarding assigned regulatory program(s).
5. Assures public safety, need and convenience through regulatory controls; prepares cases for hearings.
6. Develops new regulatory programs including policy, implementation plans, ordinances, budget, and administrative rules; develops components, enhancements and improvements for assigned regulatory program(s) using accepted process improvement practices; performs program research and analyses.
7. Reviews, recommends and presents revisions to applicable codes; writes administrative rules; and develops recommendations and implementation plans.
8. Schedules and leads or facilitates public meetings; provides staff support to regulatory boards; prepares reports and presents findings and recommendations to governing and regulatory bodies, special interest groups and internal audiences.
9. Performs specialized program administration functions, such as reviewing, approving or denying applications for permits, negotiating and administering contracts, auditing contractor performance, investigating and adjudicating complaints, conducting hearings, evaluating the effectiveness and cost of programs.
10. Performs related duties as assigned.

### **Required Knowledge, Skills and Abilities**

Knowledge of: government regulation of business and industry (often multiple jurisdictions), effective principles and practices of leadership, training, supervision, long range and strategic planning, business planning, project management, contract administration and accounting together with knowledge of City and Bureau policies and practices regarding nondiscrimination, workplace and diversity matters; City, County, Port of Portland, State, Federal and Bureau business license and regulatory codes, policies, laws, procedures, practices, and data systems.

Ability to: demonstrate leadership skills, administer regulatory program(s); manage projects, develop and administer contracts, and prepare program revenue and expenditure budgets; communicate effectively orally and in writing with diverse groups and audiences; independently investigate and resolve complaints;

observe and assess business activity to determine whether laws and regulations are being followed; apply conflict resolution and dispute mediation skills; establish and maintain effective interpersonal relationships by exercising tact, diplomacy and persuasion with a diversity of others and by diffusing and resolving difficult situations; manage case load and records with electronic and “hard” file systems; budget, coordinate and perform process improvement functions and program management and evaluation; continue gaining knowledge and skills and keep current on regulatory, business, and industry developments; be aware of and sensitive to City political priorities; work under general supervision in a self directed office and field environment; develop effective program management measures; be sensitive and responsive to persons with disabilities and various ethnic backgrounds; function as a hearing officer; make independent decisions and exercise judgment regarding program assignments within established rules; develop and maintain effective working relationships with and provide staffing for Review Boards, other employees, other Bureaus, City officials, representatives of outside agencies, businesses, and the general public in compliance with the City’s diversity, development and multicultural initiatives.

Skill in: using office suite software including word processing, spreadsheet, database and scheduling/emails applications; and using Internet for research.

### **Special Requirements**

Valid drivers license; vehicle insurance; safe driving record.

### **Classification History:**

Adopted: 2-03-99; Class created as a result of DCTU Classification and Compensation Study 1998-99. This class was initially based on the Regulatory Specialist as adopted: 11-12-92.

Revised: 09-10-03 Revised based on Bureau of Licenses Classification and Compensation Study 2-02 to 7-03

Revised: 03-20-08 FLSA status changed to exempt  
June 2009 - Change Job Class number from 2222 to 30000190, due to system change.

## **Working Conditions**

Work in this class is typically performed in both field and office environments, requiring mobility. Incumbent is typically required to provide on-premise monitoring and/or intervention, which may include functioning effectively in threatening situations.