



PROGRAM MANAGER II

JC: ADM000018
PB: 10
FLSA: Exempt

PC: 940
BU: 95
Created: October 31, 2007
Updated: March 2014

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under direction of the General Manager, Deputy General Manager, Executive Manager, or Department Manager, directs, administers and coordinates major executive or department level programs, projects and activities; makes recommendations for action and assists in policy and procedure development and implementation; and performs related duties as assigned.

CLASS CHARACTERISTICS

This class is responsible for complex and professional administrative duties in support of management initiatives. The incumbent serves as liaison between departments and executive offices and/or assists the assigned manager in managing resources and programs; reviews and evaluates complex programs or directly manages activities and provides substantive recommendations within area of assignment. This class is distinguished from the Program Manager I in that the former classification provides the more complex work of management multiple programs.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Provides professional and complex administrative support to assigned Executive or Departmental management staff; develops, plans, organizes, directs and administers, reviews and evaluates complex programs and activities within area of assignment.
2. Makes recommendations for action and assists in the development and implementation of policies, procedures, goals and objectives.
3. Conducts a variety of organizational, operational and analytical studies and investigations; recommends modifications to existing programs, policies and procedures as appropriate; prepares a variety of formal reports.

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4. Monitors the efficiency and effectiveness of service delivery methods and procedures; recommends, within department policy, appropriate service and staffing levels.
5. Participates in the development and administration of an assigned budget; forecasts funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; recommends adjustments as necessary.
6. Directs, coordinates and reviews the work of staff and outside contractors; serves as liaison between departments and executive offices to ensure program and project implementation within budget.
7. Directs, coordinates and reviews the planning, development and implementation of contracts and administration of management procedures and internal control mechanisms; ensures the cost effective and efficient use of staff and resources in accomplishing goals and objectives.
8. Directs and ensures timely response to legislative, media and community requests; Develop and implement legislative changes to existing State statutory regulations.
9. Plans, prepares and coordinates the preparation of reports including recommendations to the Board of Directors, committees and other management staff.
10. Plans and coordinates staff meetings regarding assigned projects and programs; schedules meetings and prepares agendas; arranges facilities; notifies participants.
11. Oversees labor issues and grievances; may prepare and handle grievance hearings and related matters; may direct negotiations with the Union on labor issues; may search for agreement and settlement on contractual disputes and complaints.
12. Independently composes, compiles and prepares correspondence, reports and documents; reviews finished materials for completeness, accuracy and compliance with District policies and procedures; may oversee the maintenance of accurate records and files.
13. Serves as the liaison within the District and with outside agencies; provides solutions and methodologies for effective support to District operations; negotiates and resolves sensitive and controversial issues.
14. Explains, justifies and defends programs, policies and activities in assigned areas of responsibility.
15. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

QUALIFICATIONS

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Knowledge of:

Professional office administration practices and procedures.
Methods and techniques of research and analysis.
Principles and practices of project coordination and management.
Methods and techniques of policy analysis and development.
Principles of strategic planning.
Managing change processes.
As assigned, principles of management and training.

Current office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications.
Principles of business letter writing and report preparation.
Principles and procedures of filing and record keeping.
Principles of budget preparation and control.
Principles and practices of business math, accounting and budgeting.
English usage, spelling, grammar and punctuation.
Related Federal, State and local codes, laws and regulations.

Skill in:

Performing professional level administrative support services.
Developing, implementing, interpreting and applying department policies, procedures, goals and objectives.
Exercising sound independent judgment within general policy guidelines.
As assigned, leading, organizing, and reviewing the work of staff.
Independently preparing correspondence and memoranda.
Planning, organizing and administering special projects and programs.
Planning, organizing and scheduling office priorities.
Researching, analyzing, compiling and summarizing a variety of materials.
Preparing and administering department budgets.
Operating office equipment including computers and supporting word processing and spreadsheet applications.
Responding to requests and inquiries from the general public.
Understanding the organization and function of a public agency.
Interpreting and explaining District policies and procedures.
Analyzing problems, identifying alternative solutions and making recommendations.
Establishing and maintaining effective working relationships with those contacted in the course of work.
Communicating clearly and concisely, both orally and in writing.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in business administration, public administration, or a closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable professional and relevant managerial or administrative experience which includes strategic planning and policy analysis, organizing and planning staff activities, and preparing recommendation for organizational action.

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Managerial/supervisory experience is preferred. Experience in a public setting is also preferred. Transit organization experience is desirable.

Substitution:

Additional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

May require maintaining physical condition necessary for sitting for prolonged periods of time.

EEOC Code: 02

Safety Sensitive: No