



STRATEGIC PROGRAM MANAGER, EXTERNAL AFFAIRS

JC: 000057
PB: 12
FLSA: Exempt

PC: 960
BU: (92) Non-Rep
Created: November 2011

*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

This position is unique to the nature of work for which the Office of External Affairs is responsible, and in particular, to the challenges faced by the Executive Manager in balancing workload under a wide variety of circumstances and in accordance with externally determined time pressures. As directed by the Executive Manager, External Affairs, this position assumes responsibility for developing major management level initiatives, strategic directions, plans and projects that advance the programs of the Executive Office. Provides highly responsible and complex support to the Executive Manager, External Affairs, and performs other duties as assigned.

CLASS CHARACTERISTICS

This classification is responsible for complex and professional projects and duties in support of a wide range of management initiatives in External Affairs. The position allows the Executive Manager to leverage his/her capacity, providing high level support of priorities that are outside the regular portfolios of the Departments, and/or that involve the work of several Departments in the Office or in the District. Participates with the Executive Manager and others in developing strategies or directly manages activities and provides substantive recommendations within area of assignment.

REPORTS TO

This position reports to the Executive Manager, External Affairs.

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

1. The incumbent partners with responsible managers within the Executive Office to conceive and carry out projects that require focused attention to meet externally driven circumstances, and is responsible for making recommendations for action and assisting in policy and procedure development and implementation.
2. Assumes full management responsibility for professional and complex support to the Executive Manager; including developing plans, organizing strategic responses, reviewing and evaluating complex programs and activities, and making recommendations regarding the handling of sensitive policy issues.

3. Makes recommendations for action and assists in the development and implementation of goals, objectives, policies, procedures and priorities for the Executive Office.
4. Conducts a variety of analytical studies and investigations; recommends modifications to existing programs, policies and procedures as appropriate; prepares a variety of reports and other communications.
5. Analyzes and monitors the efficiency and effectiveness of service delivery methods and procedures; recommends, within department policy, appropriate adjustments and modifications.
6. Participates in developing strategies for addressing sensitive events and introducing initiatives and other District developments of high interest to external stakeholders.
7. Coordinates and reviews the work of staff and outside contractors; serves as liaison between departments and executive offices as needed to ensure effective program and project implementation.
8. Plans and prepares or coordinates the preparation of communications and reports including recommendations to the Board of Directors, committees and other management staff.
9. 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.

QUALIFICATIONS

Knowledge of:

Professional media, public relations and communications approaches and techniques.
Methods and techniques of research and analysis.
Principles and practices of project coordination
Principles and practices of policy development and administration
Principles of strategic planning and analysis.
Institutional change and political processes.
Current procedures, methods and equipment for communications
Principles of written communication
Principles of financial management of projects
Related Federal, State and local codes, laws and regulations.

Skill in:

Providing professional level services including strategic thinking and analysis.
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 work.
Independently preparing correspondence, memoranda, and other communications.
Planning, organizing and administering projects and programs.
Planning, organizing and scheduling office priorities.
Researching and analyzing a variety of materials.
Preparing policy and programmatic recommendations
Responding to requests and inquiries.
Understanding the organization and function of a public agency.
Interpreting 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 communications, media, public administration, or other relevant field from an accredited college or university.

Experience:

Six (6) years of (full-time equivalent) verifiable professional and relevant program experience which includes some or all of the following: communications, strategic analysis, organizing and planning responses to emergent issues, preparing recommendations for organizational initiatives and responses. 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