

## **PROGRAM MANAGER II**

### DEFINITION

Under limited direction, the Program Manager II is responsible for units and/or programs in a local department or agency. Positions are in departments where the organizational structure requires two (2) or more subordinate levels of supervision.

The Program Manager II class is used to provide management and supervision of various units and/or programs. Some positions may have additional responsibility for administrative services units.

### DISTINGUISHING CHARACTERISTICS

A Program Manager II differs from the Program Manager I in that the former typically has responsibility for the total units and/or programs in a department where the organizational structure requires two (2) or more subordinate levels of supervision. A Program Manager I serves in a second level managerial capacity to plan, organize, or direct units and/or programs.

Supervision Exercised and Received: Incumbents in this classification receive supervision from higher level management. Program Manager II positions provide direction to subordinate managers, supervisors and other assigned staff.

The Program Manager II classification differs from the next higher level Assistant / Deputy Director classification in that the latter typically has responsibility for multiple administrative and staff services work in areas such as personnel, administrative analysis, accounting, auditing, budgeting, or data processing; functions in a department or for a single program where two or more subordinate levels of supervision exist.

### SUPERVISION RECEIVED AND EXERCISED

Incumbents in the Program Manager II classification receive supervision from an Assistant/Deputy Director, Director or designee. A Program Manager II provides direct supervision in the assigned program areas, and to other staff as assigned.

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

Assists with general management and administration of one (1) or several complex units and/or total programs; selects, trains, evaluates and disciplines subordinate staff; develops policies and procedures for the administration of departmental units and/or programs; interprets local, State and Federal laws affecting the total assigned units and/or programs; prepares, or has major role in the preparation of, the total program budget for assigned units and/or programs; directs and coordinates the work of multiple units and/or program area; performs analysis and prepares detailed written reports of findings pertaining to the quality and efficiency of services provided by the program; represents the department/program at community organizations, public gatherings and meetings; enters and retrieves information from automated computer systems; performs other duties as assigned.

Provides innovative and enthusiastic leadership to strategically plan, implement, and coordinate administrative and/or program support services within the department. Thinks creatively, develop new approaches as needed, focuses on results and outcomes, and exercises initiative, ingenuity, and sound judgment in preventing, identifying, and solving difficult problems.

Plans, assigns, directs, supervises, and coordinates the work of a variety of administrative, technical, and/or program support staff. Provides guidance to subordinates on County and department philosophy, goals, objectives, policies, and procedures; evaluates performance of personnel and recommends appropriate course of action; interviews, selects, and recommends the hiring of staff; and develops and tracks staff development and training.

Works under broad supervision, prioritizes work assignments, works well under pressure, delegates effectively, and works cooperatively to optimize integration and access to services and programs. Designs strategies or coordinates the effective communication of services to the community and effectively represents the department before other County departments, community groups, governmental agencies, and the public; and resolves conflicts with staff and customers.

Evaluates overall activities and prepares or oversees budgets, staff reports to the Board of Supervisors, contracts and memos of understanding in accordance with local, state, and federal requirements. Coordinates the maintenance of software, hardware, and other technological equipment and may be assigned to oversee implementation of automation projects within the department; prepares and monitors strategic and operational procedures in accordance with local, state, and federal requirements.

#### QUALIFICATIONS:

Knowledge of:

Organizational vision, philosophy, and mission; functions and services of department and other community agencies and resources specific to duty assignment; Leadership, management, supervision, and training; Current issues related to department services nationally, state-wide, and locally; and Program management including development, oversight, proposal and grant writing, contracts, budget preparation, fiscal and contract monitoring, program supervision and evaluation, and principles of staff training, coaching, mentoring, and staff development.

Ability to:

Demonstrate leadership including planning, organization, thinking strategically and setting goals and objectives; Plan, implement, and evaluate programs and strategies in areas specific to the duty assignment, and make program changes in response to program evaluation to most effectively improve department priorities; Think creatively, e.g., develop new approaches as needed, focus on results, exercise initiative, demonstrate ingenuity, think strategically, and show sound judgment in identifying and pursuing sources of program funding; Work independently under limited supervision, prioritize work assignments, show excellent organizational skills, and work well under pressure of deadlines; Ensure compliance with policies and regulations; Prepare and enforce County procedures relating to personnel, budgeting, financial, service compliance, and training; Utilize strong verbal and written communication skills. Speak effectively to groups and organizations.

Prepare clear, concise recommendations, reports, and plans. Work collaboratively and effectively with local and state agencies, community groups, and service communities, public news media, department staff, including addressing problems of a sensitive and/or political nature; Train, motivate and effectively direct and evaluate the work of supervised staff; Obtain grant funding and maximize resources to support the work of the department; and Actively support and promote the mission of the organization. Collaborate with the other departments and ensure good customer service.

### EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of professional experience in assigned field, including one year in a supervisory capacity or administrative capacity.

Training: Bachelor's degree from an accredited college or university in appropriate field. Four years of professional experience may be substituted on a year for year basis for the Bachelor's Degree. Master's degree desirable.

### LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Management of a specific functional area may require specialized licensing or certification.

### PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate

in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.

### WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures