

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: **PROGRAM MANAGER
SENIOR PROGRAM MANAGER**

DEPARTMENT: **VARIOUS**

BASIC FUNCTION:

Under general direction from the department or division director, incumbents in this series are fully responsible and have considerable latitude to manage and/or direct others in the administration of assigned specialized programs. Incumbents work cross-functionally to perform highly responsible, complex, professional, administrative and technical work and may serve in any assigned capacity to elected officials, commissions or regional committees.

DISTINGUISHING CHARACTERISTICS:

The Program Manager is a two level job family. Senior Program Managers are expected to be subject matter experts in their assigned program field with an established body of work in their work history. Program Managers are considered as emerging experts in their field. Either position is distinguished from the Management Analyst series in that Program Managers typically manage specialized and/or public facing programs and do not regularly perform generalist assignments such as budget administration or contract management. Management Analysts provide financial or general data and support to the Program Manager. Program Managers are responsible for full cycle programs and service delivery for a major program(s).

KEY RESPONSIBILITIES:

In addition to the department's business need, typically, a Program Manager must possess and demonstrate at least 80% of the Knowledge, Skills and Abilities at a given level to be assigned to that level. Listed below is a representative sample; position assignments may vary.

Manages and administers assigned programs, including but not limited to writing and managing grants; analyzing funding sources and monitoring program budgets.

Performs project and policy analysis, which includes: conducting research; identifying and raising pertinent issues; summarizing findings and presenting results.

Leads cross-functional special project teams on special studies and complex projects/programs, using effective project and/or program management skills and techniques; makes recommendations on regional standards, regulations or policies.

Coordinates groups of related projects to ensure that the goals and objectives of assigned program(s) are met by performing the duties personally, through other team members or by supervising employees.

Serves in the capacity of subject matter experts for assigned program(s).

Chairs, leads or provides professional guidance and expert assistance to city council, commissions and committee(s); attends City Council, commission or other community meetings.

Represents the city at regional board meetings or task force(s).

Prepares City Council staff reports and provides presentations at City Council and community meetings.

Ensures current program compliance with all state and federal government regulations and takes appropriate actions to meet deadlines.

Knowledge of:

- Applicable Federal, State, and Local laws, codes, rules, and regulations.
- Technical program requirements.
- Government management principles (e.g. budgeting, contract management principles and practices).
- Establishing and executing the governance framework for both the constituent projects and the program itself using best practice project management methods.
- Public relations, marketing practices and community outreach.
- Professional presentations.
- Analytical methods including research and statistical methods.
- Professional communication techniques, both oral and in writing.
- Organizational strategies.

Abilities:

- Managing multiple broad and complex programs.
- Interpreting complex regulations.
- Using computers and related software applications.
- Leading special teams or task force(s) and ensuring high performance of teams.
- Conducting research; analyzing and interpreting a variety of data and/or information and making recommendations based on findings.
- Writing, compiling and presenting reports.
- Monitoring compliance with applicable governmental regulations.
- Managing projects including monitoring scope, resources and outcomes.
- Collecting, compiling, analyzing, organizing, and presenting data.
- Advanced skills in financial management and budgeting, as well as procurement and contract negotiations across the program.
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
- Navigating and makes course corrections in current and future planning.
- Forging relationships with the organization's upper management.

EXPERIENCE AND EDUCATION:

Program Manager: Bachelor's Degree in a related field and three years of related professional experience in the specific program area, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. A master's degree is desirable.

Senior Program Manager: In addition to the requirements listed for the Program Manager:

A Senior Program Manager will possess 5-7 years of professional experience managing multi-year, high level, broad, complex programs for a government agency and/or comparable experience.

PHYSICAL STANDARDS:

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret data, narrative and statistical information and documents; analyze and solve problems; use math and apply mathematical reasoning; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with staff, vendors, contractors, and the public encountered in the course of work.

Employees must be able to transport themselves regularly to various city locations.

The duties of this position are routinely performed in an office setting on city premises.

DATE APPROVED: Nov. 18, 2014