

CITY OF BEAVERTON

Program Manager

General Summary

Manage one or more major programs with citywide implications such as the community dispute resolution program, the neighborhood program, solid waste/recycling franchise program, City visioning program, community gardens, municipal code services or programs of similar scope and responsibility. Supervise regular employees involved in the provision of services in assigned program area(s). Actively recruit, train and supervise volunteers for program areas and other City activities.

Key Distinguishing Duties

Overall responsibility for managing programs and staff of the section including hiring employees, responding to grievances and overseeing the disciplinary process as needed.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Manage program operations. Develop, review, approve and implement program work plans, services, policies, procedures and reports. Set performance standards. Serve as a member of the Mayor's department management team. Evaluate performance and program effectiveness and take action for improvement as necessary. Authorize payments to contractors and consultants.
2. Manage staff to ensure City goals and objectives are met. Schedule, assign and review work. Make hiring decisions. Provide opportunities for developmental training and performance coaching to employees. Conduct performance evaluations. Respond to employee grievances and oversee disciplinary process according to the collective bargaining agreement and City policy.
3. Research, develop and recommend new programs or program improvements. Implement new programs.
4. Serve as liaison with assigned advisory board(s), committees or other City boards and commissions.
5. Provide technical services as needed in program area, including managing the more difficult, demanding or sensitive issues. Perform work of staff in program area as necessary to accomplish program goals.
6. Plan, develop and conduct department, City, volunteer or citizen training and outreach necessary to accomplish program goals.

7. Prepare, recommend and monitor program budget. Provide explanation for variances.
8. Research and write grant applications. Monitor and administer grant and contract funds. Develop additional funding sources.
9. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met.
10. Promote and market programs. Provide positive public relations and customer service. Coordinate with other City departments, other agencies, school districts, businesses, housing complexes and residents. Develop and design materials to promote program area. Represent program in events.
11. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees are focused on producing excellent quality results.
12. Produce an acceptable quantity and quality of work that is completed within established timelines.
13. Provide direction and set standards for excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
14. Represent program and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
15. Provide employees with basic job training and safety instruction. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
16. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
17. Participate in the City Emergency Management program including classes, training sessions and emergency events.
18. Follow standards as outlined in the Employee Handbook.
19. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

Other Functions

1. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Advanced knowledge of practices and principles of administration of particular program assignment.
- ◆ Advanced knowledge of the codes, ordinances, standards, laws and regulations governing program area.
- ◆ Advanced knowledge of professional ethics relating to assigned program area.
- ◆ Working knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Advanced knowledge of strategic planning methods with an emphasis on services related to assigned program area.
- ◆ Working knowledge of public purchasing and contracting laws and regulations.
- ◆ Advanced knowledge of human resources management practices.

Skills/Abilities Required

- ◆ Advanced skill in conceptual analysis and policy/program development and implementation.
- ◆ Advanced ability to develop a thorough understanding of the relationship of assigned program to other City programs.
- ◆ Advanced ability to successfully manage the operations and budget of a program.
- ◆ Advanced ability to successfully administer contracts and grants.
- ◆ Advanced ability to monitor and evaluate programs.
- ◆ Advanced ability to facilitate group processes.
- ◆ Advanced ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Advanced ability to effectively manage multiple programs and a staff including hiring, training, coaching, disciplinary action, performance management and termination.
- ◆ Advanced ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Advanced ability to build consensus and resolve conflicts.
- ◆ Advanced ability to establish and maintain effective and positive working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Advanced ability to apply and to coach employees on excellent internal and external customer service skills.
- ◆ Expert ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to make presentations and develop reports that may include technical information.
- ◆ Strong ability to use word processing and spreadsheet programs and other software applications as required for position.

Minimum Qualifications Required for Entry

Bachelor's degree in business or public administration or related field, and 5 years experience in administration of a similar program area, including 2 years in a supervisory or management role, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Regular focus on a computer screen; daily precise control of fingers and hand movements; ; regular dealing with distraught or difficult individuals; occasional lift, move or carry objects between 20 and 50 pounds; occasional crouching, crawling, kneeling, bending climbing and balancing; regular attendance at meetings or activities outside of normal working hours; weekly operation of a motor vehicle on public roads.

Classification History

As of 10/97: Senior Staff Assistant; Code Enforcement Officer, Reprographics Supervisor

Revised: 1/98

New class specification title 1/98: Program Manager

Revised: 11/04

Revised: 1/1/09

FLSA: Exempt

Department Head Signature

Human Resources Signature

Date

Date