

CITY OF BEAVERTON

Senior Program Manager

General Summary

Manage staff that manages the provision of community outreach services including Community Dispute Resolution, Municipal Code Services and Neighborhood Involvement Programs. Manage reprographics/graphics services and staff. Coordinate solid waste franchising/recycling issues.

Key Distinguishing Duties

Overall responsibility for managing programs and staff of multiple sections, 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 division operations. Develop, review, approve and implement work plans, services, policies, procedures and reports. Establish timelines and resource allocations for assigned projects. 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. Monitor progress to ensure objectives are met. 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. Manage the development, implementation and administration of the City's, community outreach programs, plans and policies. Plan, develop and conduct department, City, volunteer or citizen training and outreach necessary to accomplish program goals.
4. Manage grant application process and staff who monitor and administer grant and contract funds. Develop additional funding sources.
5. Serve as liaison with federal, state, regional and local organizations, advisory board(s), committees or other City boards and commissions. Represent the City with neighborhoods, civic and business organizations on community outreach matters.
6. Promote and market programs. Develop and design educational/promotional materials and strategies to implement the City's community outreach and solid waste franchising/recycling program strategies. Provide positive public relations and customer service.

7. Provide technical services as needed, including managing the more difficult, demanding or sensitive issues. Perform work of staff in program area as necessary to accomplish program goals.
8. Prepare, recommend and monitor program budgets. Provide explanation for variances.
9. 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.
10. Produce an acceptable quantity and quality of work that is completed within established timelines.
11. 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.
12. 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.
13. 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.
14. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
15. Participate in the City Emergency Management program including classes, training sessions and emergency events.
16. Follow standards as outlined in the Employee Handbook.
17. 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

- ◆ Expert knowledge of practices and principles used to manage multiple programs and managerial staff.
- ◆ Advanced knowledge of the federal, state, regional and local codes, ordinances, standards, laws and regulations governing community dispute resolution, municipal code services, neighborhood involvement programs and solid waste franchising/recycling issues.
- ◆ Expert knowledge of professional ethics relating to community dispute resolution, municipal code services, neighborhood involvement programs and solid waste franchising/recycling issues.

- ◆ Advanced 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 community dispute resolution, municipal code services, neighborhood involvement programs, reprographic services/graphics design and solid waste franchising/recycling issues.
- ◆ Working knowledge of reprographic services and graphics design.
- ◆ Working knowledge of public purchasing and contracting laws and regulations.
- ◆ Working knowledge of human resources management practices.

Skills/Abilities Required

- ◆ Expert ability to develop, implement, manage and monitor strategic work plans and program performance measurement criteria.
- ◆ Expert ability to conduct complex research, impact analysis and interpretations in the areas of community dispute resolution, municipal code services, neighborhood involvement programs, and solid waste franchising/recycling issues.
- ◆ Advanced skill in conceptual analysis and policy/program development, implementation and administration in the areas of community dispute resolution, municipal code services, neighborhood involvement programs, reprographics services/graphics design and solid waste franchising/recycling issues.
- ◆ Advanced ability to develop a thorough understanding of the relationship of community dispute resolution, municipal code services, neighborhood involvement programs, reprographic services/graphics design and solid waste franchising/recycling issues to other City programs.
- ◆ Advanced ability to successfully manage the operations and budget of a division.
- ◆ Advanced ability to successfully write and administer contracts and grants and develop other funding sources.
- ◆ Advanced ability to facilitate group processes including advanced ability to build consensus and resolve conflicts.
- ◆ 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 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 8 years progressively responsible experience including 4 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 use of a keyboard or similar device; regular dealing with distraught or difficult individuals; regular attendance at meetings or activities outside of normal working hours; weekly operation of a motor vehicle on public roads.

Classification History

Created: March 2001
Revised: 11/04
Revised: 1/1/09

Status: M2
FLSA: Exempt

Department Head Signature

Human Resources Signature

Date

Date