



June 2008
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PROGRAM DEVELOPMENT SPECIALIST

DEFINITION

Under general direction, plans, develops, researches, implements, monitors, and evaluates programs, projects, or grants; may coordinate interdepartmental and interagency special projects; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. May provide technical and functional supervision to other staff and volunteers, depending on assignment.

CLASS CHARACTERISTICS

This is a fully experienced professional-level management support class capable of performing the complete range of project planning, administration, and final implementation for complex and sensitive projects with significant financial and/or service delivery implications. Successful performance of the work requires knowledge of public policy and municipal functions and activities. This class is distinguished from other administrative support classifications by its size, complexity, and scope of responsibilities, including project management and the oversight of programmatic functions, in addition to administrative responsibilities.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans and develops program descriptions, policies, procedures, budgets, and systems; implements and monitors operational details of program.
- Researches, develops, and implements program plans to meet established goals; develops program design and budgets; develops program policies, operating, and administrative procedures; organizes and implements work activities to meet established overall program goals and objectives; analyzes alternative methods or processes to meet program and service delivery goals; ensures program compliance with all applicable City and outside agency requirements; evaluates the effectiveness of program activities and makes or recommends program modifications.
- Plans and conducts program outreach and promotional activities; develops information, outreach, and educational materials, including brochures, information packets, flyers, guides, handbooks, manuals, and other documents including press releases; conducts workshops and training.
- Coordinates and integrates program services and activities with other departments and City offices; develops program partnerships, where applicable, with external agencies and organizations; facilitates development of agreements for multi-agency efforts; identifies public and private resources to support program objectives.

- Develops and administers instruments for program assessment; compiles assessment information and assists in creating work plans; prepares written agreement and reports; monitors and evaluates performance results, expenditures, and effectiveness of programs and service delivery systems; develops proposals based upon evaluation; makes presentations and write reports regarding programs.
- Attends and/or participates in meetings and conferences; makes presentations to citizens groups; serves as a liaison between City and funding sources, other city agencies and the public.
- Serves as a technical resource for program information; may supervise or lead other staff or volunteers assigned to the program; provides training and technical assistance to City and other agency staff.
- Researches funding sources, develops grant applications, and writes proposals; negotiates and monitors contracts or grants.
- Responds to requests for information regarding program activities or requirements.
- May recruit and coordinate the work of volunteers providing support to program activities.
- Depending on assignment, holds educational presentations, instructional sessions, and trainings on various program-, department-, and/or City-related topics and components; works with various community groups, individuals, and/or school children.
- Performs other duties as required.

QUALIFICATIONS

Knowledge of:

- Practices, procedures, and techniques of the development, implementation, coordination, analysis, and evaluation of programs, policies, and procedures.
- Basic principles, practices, and procedures of budgeting, funding sources, and grant funds disbursement.
- Research and reporting methods, techniques and procedures.
- Sources of information related to a broad range of municipal programs, services and administration.
- Applicable Federal, State, and local laws, codes, and regulations.
- Public relations and communications techniques, including development and delivery of public presentations.
- Principles and techniques of conducting analytical studies, evaluating alternatives and making sound recommendations.
- Business letter writing and the standard format for reports and correspondence.
- Basic techniques of contract negotiation and administration.
- Record keeping principles and procedures.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Plan, develop, organize, and direct a variety of complex program functions and activities to achieve program goals and objectives.

- Analyze difficult program, administrative, operational, and organizational objectives and issues, evaluate alternatives, and reach sound, logical, fact-based conclusions and recommendations; prepare reports and recommendations.
- Identify program deficiencies or delivery problems and develop corrective action strategies in support of established goals.
- Coordinate program activities with multiple stakeholders and facilitate development of partnerships and multi-agency agreements.
- Understand, interpret, and respond to internal and external customer needs and expectations.
- Assist in developing and administer program and project budgets.
- Analyze, interpret, summarize, and present program-related information, data, conclusions, and recommendations clearly, logically, and persuasively to both internal and external program/project stakeholders.
- Understand the organization and operation of the assigned department, program, and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Effectively conduct meetings and make presentations to various groups.
- Apply sound, creative problem solving techniques to resolve difficult program issues and problems
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Prepare clear and effective reports, correspondence, policies, procedures, and other written material.
- Make accurate arithmetic, financial, and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to graduation from an accredited four-year college or university with major coursework in business or public administration or a related field and three (3) years of experience in planning, developing, analysis, implementation and/or administration of programs/projects, preferably in a municipal setting.

Licenses and Certifications:

- Possession of a valid driver's license with a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person 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 weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

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.