

## PROGRAM MANAGER

### NATURE OF WORK

This is professional administrative work in the coordination and management of a health or social service-related area.

Work involves the responsibility for planning, organizing and directing all phases of a program in areas such as aging, health, job training, or related areas. Employees in this class have administrative responsibility and authority and are responsible to the director of the department to which the program is assigned. Work is reviewed through reports submitted, conferences, and public comment. Supervision is exercised over professional, technical and clerical subordinates.

### EXAMPLES OF WORK PERFORMED

Plans, organizes, reviews and supervises the work of subordinates engaged in answering requests for information; coordinates the resources of the community; recommends programs and services needed.

Reviews and evaluates the work methods, procedures and overall functions of assigned programs; prepares reports and recommendations for changes in methods, procedures and policies in order to obtain objectives previously established.

Establishes and enforces standards for quality and efficiency in work performance in dealing with public; evaluates program effectiveness by review of activities and other reports submitted, conferences and public comment.

Prepares budget for division and monitors use of same.

Manages workforce development programs; plans, organizes the work, procedures and overall functions of assigned workforce programs including the Greater Lincoln Workforce Board.

Performs related work as required.

### DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of the principles and methods of organization and management.

Thorough knowledge of organizational and administrative policies and procedures.

Knowledge of research techniques, methods, and procedures.

Ability to analyze and interpret data and submit reports upon analysis.

Ability to establish and maintain effective working relationships with community leaders, public officials, and the general public.

Ability to analyze problems and situations, and to plan and implement programs to assist in resolving problems.

Ability to prepare oral and written reports clearly and concisely.

Ability to communicate effectively both orally and in writing.

#### MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in business or public administration, public health administration, the social or behavioral sciences, or related field, plus four years of experience in a supervisory capacity related to the position and program to which assigned; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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