REVISION: JANUARY 2006 CLASS CODE: 2408ME or 2408US UNIT: MECO or SUPERVISORY/ADMIN.

PROGRAM SPECIALIST

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under direction, to perform a wide variety of highly complex and responsible technical, administrative, and programmatic duties in support of assigned function; to assume on-going programmatic responsibilities specific to the area of assignment; to research and recommend new service delivery methods, policies, and procedures; and to perform related duties as assigned.

CLASS CHARACTERISTICS

This is highest-level class in the administrative support series. This classification serves as a bridge class to the professional classification of Administrative Analyst. Positions at this level are distinguished from other classes within the series by an emphasis on on-going independent programmatic responsibilities and involvement in sensitive/confidential areas. Employees perform the most difficult and responsible types of duties assigned to classes within the administrative support series including providing responsible and complex administrative and programmatic support to an assigned function, assuming responsibility for specific program areas, providing assistance in administrative and operating programs as assigned, participating in the development of policies and procedures, and participating in program implementation and monitoring activities. Positions assigned to the Program Specialist classification make decisions which impact highly specialized and/or technical areas that require the application and interpretation of data, facts, situation, and procedures, as well as frequent interpretation of policies and guidelines. Positions at this level require greater breadth and depth of knowledge in the performance of assigned functions than positions at the Administrative Secretary level.

EXAMPLES OF DUTIES -- Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.

Serves as primary contact and liaison for assigned functions and programs with other City staff, the general public, and outside agencies and organizations; represents the assigned function to public and private groups, organizations, and other City groups; assists the public and other City staff in interpreting and applying City policies, procedures, codes, and ordinances; researches information related to City regulations and departmental policies; negotiates and resolves sensitive and controversial issues; explains, justifies, and defends programs, policies, and activities; conducts a variety of studies and research for assigned area; collects, compiles, and analyzes information from various sources on a variety of specialized topics related to programs administered by the position or by management staff; writes reports which present and interpret data, identify alternatives, and make and justify recommendations; reviews current Federal, State, and City rules and regulations; analyzes Federal decisions and reports; reviews a variety of reports, applications, and contracts for accuracy; collects information, designs, edits, assembles, prints, markets, and distributes publications, newsletters, brochures, guides, surveys, and other specialized documents using desktop publishing software and other computer applications; exercises independent judgment and provides recommendations in the design and creation of informational material; performs a variety of special projects and programs in assigned area including the implementation and coordination of assigned confidential/sensitive programs; assists with the development of procedures; obtains resources; implements programs and monitor

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Program Specialist (Continued)

activities; performs a wide variety of complex, responsible, and confidential duties for assigned management staff; relieves supervisor of administrative work including investigating and answering complaints and providing assistance in resolving operational and administration problems; assists in coordinating and monitoring the assigned budget; compiles annual budget requests; prepares revenue projections; recommends expenditure requests for designated accounts; monitors approved budget accounts; prepares and revises various operating procedures, rules, and regulations upon request; develops and revises office forms and report format; initiates, organizes, and maintains complex filing systems and records; types and proofreads a wide variety of reports, letters, memoranda, correspondence, and statistical charts; independently composes correspondence related to assigned area of responsibility; serves as recording secretary to assigned boards and commissions; performs a wide variety of responsible, confidential, and complex duties related to the recording, preparation, transcription, and maintenance of records and documents; coordinates and participates in the preparation and processing of agendas and agenda items; ensures staff reports are typed and agenda packets are complete; coordinates the duplication, collation, and distribution of agenda packets; utilizes various computer applications and software packages; enters data and maintains and generates reports from a database or network system; creates documents using word processing software.

MINIMUM QUALIFICATIONS

Knowledge of:

Operations, services, and activities of assigned program area.

Principles and practices of program development and administration.

Principles and practices of fiscal, statistical, and administrative research and report preparation.

Principles of budget preparation and administration.

Principles of supervision and training.

Pertinent Federal, State, and local laws, codes, and regulations.

Modern office procedures, methods, and equipment including computers and applicable software applications.

English usage, spelling, grammar, and punctuation.

Principles and procedures of record keeping.

Principles of business letter writing and basic report preparation.

Methods and techniques of public relations.

Ability to:

Perform responsible and difficult programmatic and administrative support duties involving the use of independent judgment and personal initiative.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.

Research, compile, analyze, and interpret a variety of information and make appropriate recommendations.

Interpret and apply administrative and departmental policies and procedures.

Independently prepare correspondences and memoranda.

Supervise and train assigned clerical staff.

Type at a speed necessary for successful job performance.

Maintain and update accurate records and files.

Implement and maintain standard filing systems.

Prepare clear and concise administrative and financial reports.

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Program Specialist (Continued)

Maintain confidential records and reports.

Perform basic arithmetic calculations accurately.

Work independently in the absence of supervision.

Operate and use modern office equipment including a computer and various software packages.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Qualifications

Experience:

Four years of increasingly responsible administrative and programmatic support experience including one year of supervisory or lead responsibility.

Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in program management, public administration or a related field.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens; extensive public contact.

Physical Conditions:

Essential functions may require maintaining physical condition necessary for sitting and standing for prolonged periods of time; speaking, and hearing to exchange information; visual acuity to read and interpret information.