Clark County, Washington

PROGRAM MANAGER III

JOB PURPOSE AND SUMMARY

Program Manager III positions manage high-profile programs and associated staff within a department that directly impacts departments and policies countywide. Incumbents handle the highest level of complexity in program budgeting and management. Visibility or impact on significant operations within the County is a key aspect of this classification. Incumbents forecast, plan, develop and implement strategies and programs to accomplish goals, priorities and objectives including: managing department resources; developing, interpreting, monitoring, adjusting and implementing policies and procedures; and managing daily operations.

Program Manager III positions provide management services over a division and serve as a management team leader, providing supervision and direction. Incumbents represent the department at various events such as: meetings, hearings, training, and bid openings; and ensures that department goals, views and positions are served; responds to the most sensitive inquiries and complaints and resolves policy and operational issues.

Incumbents establish precedent for the work of the program of the assigned County department and care is exercised in evaluating political and policy ramifications in terms of the unit, section, department and County. Specific duties vary based on department of assignment and range of responsibilities.

CLASSIFICATION DISTINCTIONS

The Program Manager III is the third and final level of the Program Manager classification series. It is distinguished from the Program Manager II by the scope and high level of responsibilities involved in managing and guiding others in areas of budgeting, establishing effective relationships with executive level decision makers, program development and planning, contracting principles and practices.

Program Manager III is distinguished from Program Manager II positions by serving as a division head in the largest County departments; or has the authority and responsibility of a medium sized department that impacts countywide policy directives; and with responsibility for delivery of major service areas. Sensitivity to community awareness and handling a political environment tactfully is a function of all Program Manager positions, and the extent of the responsibility is based on the depth and breadth of the position.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Plan, organize and determines overall program or division organization, mission, core services and allocation of financial, human and capital resources. Develops and manages short- and long-term department goals and priorities.

- Develops and maintains effective personal and department-level working relationships, including other governments, other County departments, community organizations, neighborhood groups and individual citizens. Represents the department in relations with state, federal and local regulatory agencies.

- Develops and oversees policies, programs and activities involving community relations, community education and public information. Promotes optimum community participation and input into the program or department division activities and manages the program or division's relations with print and electronic media.

- Fiscal management including development and presentation of the program or division's operating budget, monitoring of revenues and expenditures, development or improvement of funding mechanisms and sources, ensuring that all programs are within budget and as cost effective as possible.

- Analyze and manage the program(s), services and activities of the assigned area; develop and implement new elements of the assigned program(s) and/or department division.

- Define program and/or division goals and objectives; establish methods and means of accomplishing objectives; implement policies and procedures; develop division or program budget.

- Prepare reports on program performance, needs, services information, and demographic data; contribute to and insure the evaluation of program performance.

- Select, train, motivate, and evaluate program staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

- Provide information to staff, and other interested parties to include public on applicable local, state and federal codes, regulations, requirements, standards, and programs.

- Direct, coordinate and review the program work plan of professional/management staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures.

- Participates in community outreach efforts based on program(s) to include but not limited to the County's diversity commitments.

- May have frequent contacts with multiple agency representatives for policy and broad program development and high level officials of those agencies.

- Participates in community outreach efforts and activities as a community partner/agent of the County as applicable to the department assigned.

- Performs other related duties as required.

QUALIFICATIONS

Education and Experience: Program Manager III positions typically require a job related Bachelor's degree or Master's Degree; and/or a combination of experience and specialized training which includes a minimum of six (6) years experience within the assigned area. Management-level experience is essential as are skills in budgeting, establishing effective relationships with executive level decision makers, program development and planning, contracting principles and practices.

Knowledge of: The principles and practices of public sector organization and program operations; project management, including planning, scheduling, monitoring, and problem solving; methods and procedures of budget development and justification; application and interpretation of County, state and federal laws and regulation relevant to the program area; analysis and evaluation of policies, procedures, public information, and service delivery issues; local and state lawmaking processes; research methods and techniques; trends and practices within the specialized area; and personal computer applications and usage.

Ability to: Effectively plan, direct, and delegate program components; assign, supervise and evaluate the work of subordinates; delegate responsibility and authority to carry out policy directives of the governing authority in an effective and timely manner; write clear and concise reports, memoranda, and letters; analyze problems, identify alternative solutions, project consequences of proposed actions, and formulate recommendations; utilize various PC applications at an advanced level; interpret and explain policies, procedures, laws, and regulations; establish and maintain effective working relationships with the public, other governmental jurisdictions, contractors, and other County staff.

Other Special Requirements: Some positions require a valid driver's license and a successful criminal background check as required by law.

WORK ENVIRONMENT

Work is typically performed in an office setting with variations in temperature and noise levels, but work may also include field work and travel to meeting, training/seminars, and various public events to include evening meetings and as a result a valid driver's license may be required. Environment includes volume and temperament of people encountered in the course of work. Essential tasks involve reading and review of written documents and the use of personal computer software applications; oral communications both in person and via telephone. Most positions involve a high activity level and pace, competing time demands and may involve interaction with dissatisfied or angry customers. Light lifting and stamina are standard elements, which can be accommodated if necessary. Essential tasks typically include typing/keyboard skills, phone usage, reading, speaking, and listening.