

Job Family Description

Jobs whose primary duties generally involve program administration or program management. Lower-level grades in this family are either performing development, implementation, coordination, and evaluation of a program and higher-level grades are responsible for independent planning, maintenance, supervision, administration, and evaluation of a program.

SC1401	Program Management I	Grade 104
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Level Definition:

Work at this level involves performing administrative duties related to the development, implementation, coordination, and evaluation of a program. Individuals are responsible for a specific assigned area and perform work under general supervision.

Knowledge Skills & Abilities

Ability to communicate effectively verbally and in writing. Ability to accurately follow both written and verbal directions. Ability to interact effectively with others. Skill in collecting, analyzing, and organizing data. Ability to apply general rules to specific problems. Ability to set priorities and complete work assignments accurately and timely. Ability to use tools necessary for assigned work. Ability to apply general rules to specific problems. Ability to develop and conduct basic training. Knowledge of program planning and implementation processes.

Minimum Education & Experience

Bachelor's degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC1402	Program Management II	Grade 105
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Level Definition:

Work at this level involves performing all administrative duties related to the development, implementation, coordination, and evaluation of a program. Individuals are responsible for a specific assigned area and perform work under more independence than the previous level. Many positions require supervision of support staff and support multiple functions. Positions with less variety will be responsible for more complex programs.

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Ability to plan, coordinate, and develop programs. Ability to prepare and maintain records and reports. Ability to work independently. Skill in the use of analytical tools. Ability to analyze and solve semi-complex work-related problems. Ability to evaluate distinct information to form general conclusions. Ability to respond quickly to emergencies. Ability to plan, assign, and or supervise work of others. Ability to

interpret and apply regulations, policies, and procedures. Basic knowledge of industry practices and procedures. Basic ability to evaluate distinct information to form general conclusions.

Minimum Education & Experience

Bachelor’s degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC1403	Program Management III	Grade 106
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Level Definition:

Individuals in positions at this level are responsible for independent planning, maintenance, supervision, administration, and evaluation of a program. Work is multi-disciplinary, and assignments address moderately complex issues, problems, and/or systems. Work may involve the review and evaluation of existing data and research. Provides technical guidance to others. May supervise others work.

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Ability to handle difficult situations with composure. Extensive skill in the use of analytical tools and data analysis methods. Ability to work effectively within a complex work environment. Extensive ability to devise solutions to administrative or operational problems. Advanced ability to make sense of, combine, and organize information into meaningful patterns. Skill in assessing the performance of others. Knowledge of strategic planning processes

Minimum Education & Experience

Bachelor’s degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC1404	Program Management IV	Grade 107
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Level Definition:

Work at this level involves management of all aspects of the design, administration, development, implementation, and maintenance of one or more major programs with little or no supervision. Work is multi-disciplinary and regularly involves the review and evaluation of existing data and research. Provides technical guidance to others. May supervise others work.

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Advanced knowledge of strategic planning processes. Highly skilled in assessing the performance of others and to take corrective actions as necessary. Expert ability to interpret and apply regulations, policies, and procedures. Advanced ability to implement new systems and procedures and evaluate their effectiveness. Expert level skills in understand the implications of new information for current and future problem-solving and decision making. Ability to assist in planning, researching, developing, writing, testifying, and implementing legislation. Highly skilled in planning, forecasting, and evaluating trends. Exceptionally skilled at written and verbal communications.

Minimum Education & Experience

Bachelor’s degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

SC1405	Program Management V	Grade 108
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Level Definition:

Work at this level involves management of all aspects of the design, administration, development, implementation, and maintenance of one or more major programs that required extensive coordination within the department and among federal, state, and local agencies. Work is multi-disciplinary, and assignments address complex issues, problems, and/or systems. Work will involve the review and evaluation of existing data and research. Supervises others work.

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Expert level skill in assessing the performance of the organization and to take corrective actions or direction changes, as necessary. Advanced knowledge of principles involved in strategic planning, resource allocation, and coordination of people and resources. Advanced ability to develop, interpret, and evaluate policies and procedures. Extensive ability to implement new and ongoing program initiatives. Highly refined ability to handle difficult situations with composure. Ability to solve program or service-related problems; determine actions to be taken in unusual circumstances within parameters established by formal policy, procedures, and standards.

Minimum Education & Experience

Bachelor’s degree in a related field required, or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency will specify education, experience and/or additional qualifications depending on the position to be filled. Certain job types may have additional bona fide occupational

qualification that are either traditional or legally required. The minimum qualifications stated for the classification do not replace such bona fide requirements.

Job family descriptions are not to be used as the sole determinant for classification assignment. Classification analysis includes a review of the job family description, comparisons to other state-wide positions, review of the job description and classification request, organizational structure, and agency information.