



# MANAGER/PROGRAM MANAGER

## Classification Specification

### City of Springfield, Oregon

*A classification specification defines the general character and scope of responsibilities of all positions within a job classification. This description does not list every duty for a given position; specific position assignments will vary depending on business needs.*

General Information	
<b>Classification Title</b>	Manager/Program Manager
<b>Classification Code:</b>	MGRPRG
<b>Effective Date:</b>	7/1/2011
<b>Pay Grade:</b>	D61 – D63
<b>FLSA Status:</b>	Exempt

### Classification Summary

The Manager/Program Manager is a broad management level classification responsible for (1) assisting with the management of multiple divisions, sections, and/or one or two major programs, or (2) managing the administrative operations of a single department, which includes the development and implementation of medium- to long-term planning/goals for the assigned function consistent with the goals and objectives set at higher levels.

Responsibilities will vary in accordance with assigned area of responsibility but will generally include; managing professional staff to include assigning, monitoring, and reviewing work; establishing project deliverables and timelines in the area of assignment and consistent with the goals/priorities established at higher levels; developing and administering budgets; conducting specialized studies and operational analyses and preparing related reports and presentations; negotiating contracts and developing agreements; preparing and responding to grant opportunities; and ensuring compliance with applicable Federal, State and local reporting requirements.

### Distinguishing Characteristics

- This is the second level in the program management series and the third level in the personnel management series (see Associate Program Manager, C44-C45; Associate Manager, C44-C45/C51-C52).
- Manager/Program Managers interpret and carry out the programs or objectives set by Senior Program Managers or Executive Managers and decide how best to use the assigned resources.
  - D61 – Positions at this level are administrative in nature including budget, finance, planning and library positions.
  - D62 - Positions at this level are technical and regulatory in nature including information technology, geospatial, and emergency management.
  - D63 – Employees in this grade hold positions that are specialized, have significant impact in advanced regulatory, technical, fiscal impact, and a high community profile. Typically requires licensing or certifications that are not required of lower managerial.
- Manager/Program Managers are differentiated from Senior Managers should a department be large enough to need additional supervisory levels so that span of control is not unwieldy, or there is a major, specialized division.

### Distinguishing Characteristics

- Or, Manager/Program Managers have responsibility for one or two program areas whereas the higher-level classification has responsibility for a major division or multiple programs .

### Essential Duties

*The duties listed below are a typical sample; position assignments may vary.*

- |    |  |
|----|--|
| 1  | May manage and oversee professional staff to include: prioritizing, assigning, monitoring and reviewing work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures, and maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations. |
| 2  | Develops, implements, and evaluates strategic program objectives aligned with goals, policies and procedures; interprets and applies policies and procedures.  |
| 3  | Develops and implements plans to ensure compliance with applicable Federal, State, and local laws, rules, regulations, laws, and policies.   |
| 4  | Oversees department-wide initiatives for the enhancement and improvement of service delivery.  |
| 5  | Represents the City at a variety of meetings, public events, training sessions, on committees, and/or other related events in order to prepare and present written and oral reports to the City Manager, Council, boards, commissions, other governmental agencies, and community groups; responds to complex and sensitive inquiries;                           |
| 6  | Prepares and administers budgets and grants; responds to grant opportunities and budget requests; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures.   |
| 7  | Researches and develops new programs, philosophies, methodologies, and other applicable items. Identifies, develops and implements new and/or revised programs.  |
| 8  | Develops and negotiates a variety of contracts and agreements with internal and external agencies.   |
| 9  | Actively supports an inclusive and respectful work environment.  |
| 10 | Performs other duties of a similar nature or level.  |

### Qualifications

*An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.*

#### **Training & Experience:**

- Bachelors Degree in a related field; and 5-7 years progressively responsible experience in a field related to area of assignment; and 1-2 years of program and or personnel management experience.

#### **Licensing and/or Certification Requirements:**

- Based upon assignment, specified licenses and/or certifications may be required.
- Valid Oregon Driver's license at time of appointment, depending on area of assignment.

#### **Knowledge Required:**

- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Administrative — Knowledge of administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.

## Qualifications

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Budget basics??English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- .
- Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- 

### **Skills Required:** *(Demonstrated skill in performing the following)*

- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Instructing — Teaching others how to do something.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Management of Financial Resources — Determining how money will be spent to get the work done, and accounting for these expenditures.
- Management of Material Resources — Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Negotiation — Bringing others together and trying to reconcile differences.
- Persuasion — Persuading others to change their minds or behavior.
- Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.
- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness & Coordination — Being aware of others' reactions and understanding why they react as they do. Adjusting actions in relation to others' actions.
- Speaking — Talking to others to convey information effectively.
- 

## Physical Requirements

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents may be subject to travel.

## **Classification History**

2009.06 – Draft prepared by Fox Lawson & Associates, LLC (CC)

2010.11 – Revisions by HR

2011.07 – Adopted

2016.04 – Revisions by HR

2022.12 – Revisions by HR