

## **Program Manager III**

### Summary of Role

Positions at this level typically perform managerial functions over multiple organizational units or a program of some scope and complexity. They exercise a high level of independent decision-making. They may be responsible for cross training and assignment of staff across heterogeneous service areas in order to effectively respond to organizational needs.

### Scope

- Extensive knowledge of program practices, policies and procedures. Extensive knowledge of local, state and federal regulations and statutes relative to the area of work.
- Extensive knowledge of supervisory practices and skill in supervising others. Ability to mentor new supervisors.
- Considerable knowledge of strategic planning methodologies and practices.
- Direct the management of program and staff resources. Involve employees in strategic planning and implementation and in the development of policies and procedures
- Identify and address quality monitoring and performance improvement issues for services for the program or area of responsibility for multiple units
- Review and approve documents and reports of more complex or unique issues and effectively articulate written conclusions.
- Manage complex work situations. Anticipate and remain alert to potentially problematic situations. Implement responses to situations based on interpretation of local, state and federal program regulations and standards. Ensure implementation of program policy and procedure changes.
- Communicate major and/or complex situations and actions both internal and external to the organization. Interpret program policies and procedures, rules and regulations, internal and external to the organization. Ensure that program policies, procedures, rules and regulations are interpreted correctly both internal and external to the organization.
- Develop and maintain professional working relationships in complex and/or difficult situations in order to achieve program/organizational goals.

### Education and Experience

Graduation from a four year college or university with a degree in a related field and five years of experience in the area of assignment including one year in a supervisory capacity; or an equivalent combination of training and experience.