

## **Program Manager II**

### Summary of Role

Positions at this level manage a program of moderate variety, complexity and scope, and/or a program with multiple work teams. They exercise a high level of independent decision-making and authority in the program area. They supervise training functions for their individual area of assignment and review work of assigned staff. They interview and select staff, and resolve discipline and other employee relations issues. They serve as program experts and defend program goals and objectives before the governing body.

### Scope

- Full knowledge of program practices, policies and procedures. Full knowledge of local, state and federal regulations and statutes governing the area of work. Basic knowledge of strategic planning methodologies and practices.
- Manage resources effectively to provide for employee training and growth to meet the operational goals and objectives.
- Address quality monitoring and performance improvement issues for the program or area of responsibility.
- Review and approve work findings/written reports of moderate complexity. Ensure that program rules and regulations are interpreted correctly.
- Analyze moderately complex situations. Recommend appropriate solutions and options. Recommend responses to a moderately complex situation based on interpretation of local, state and federal program regulations and standards. Recommend modifications to program policy and procedures to minimize risk.
- Communicate moderately complex program information outside of the organization. Ensure that program policies, procedures, rules and regulations are interpreted correctly by others.

### Education and Experience

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