

Program Manager I

Summary of Role

Positions at this level typically perform supervisory functions for a program of limited scope and complexity. They exercise a high level of independent decision-making. They perform training functions for their individual area of assignment and review work of assigned staff. They assist with interviewing and selecting staff, interpret operating policies and procedures, and resolve minor discipline and other employee relations issues. They may be experts in a program area of limited scope and complexity. They may be assistant program managers of more complex programs.

Scope

- Plan and assign work tasks. Motivate employees and develop team commitment toward meeting the operational goals and objectives.
- Review work and written reports to ensure compliance with program standards and requirements and guide staff in providing appropriate documentation to support conclusions.
- Make determinations based on facts. Identify problems, document potential problems, and assess options. Assess delivery of service and program compliance with local, state and federal regulations and standards. Identify risk potential for program policy and procedure issues.
- Communicate with individual work units or entire organization on program elements. Update existing communications. Disseminate information on changes in program policies, procedures and protocols.
- Oversee the creation and development of marketing information and/or written reports according to documentation standards and requirements. Guide staff in the design of information.

Education and Experience

Graduation from a four year college or university with a degree 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.