

PROGRAM MANAGER SERIES **(I, II, III, Senior)**

DEFINITION

Under general direction, plans, designs, coordinates, implements, promotes, and oversees assigned resource conservation projects, and initiatives in support of the Agency's priorities and directives and in a manner reflecting pertinent federal, state, and local mandates, objectives, laws, guidelines, and regulations; directs, coordinates, and monitors the work of assigned staff, consultants, vendors, and contractors; serves as a liaison to, coordinates with, and provides administrative and programmatic support to other Agency staff, boards, committees, member agencies, and outside agencies; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

The Agency's work is organized by administrative and programmatic teams, and individual staff may be assigned to more than one team. Receives general direction from the Executive Director or a project lead. Incumbents of this class series may serve as project leads and provide general oversight and direction to other Agency administrative or programmatic staff on their project team.. In addition, Program Manager IIIs and Senior Program Managers may provide guidance and mentoring to Program Manager IIs and Program Manager IIIs. Program Managers in project lead roles may, in conjunction with the Administrative Services Director participate in developing performance improvement plans as outlined in the Human Resources Manual.

GENERAL CLASS CHARACTERISTICS

This is a professional classification responsible for performing programmatic work in support of Agency functions, programs, goals and objectives. Assignments are typically received in general terms, and incumbents are expected to act independently to develop required resources and information. Incumbents, particularly those in the Program Manager III and Senior Program Manager classifications, are expected to exercise independent judgment in developing new projects or programs or modifying existing ones. Placement or advancement within the Program Manager series is dependent upon the duties assigned and the needs of the Agency. In general, each series is distinguished from the other by the overall complexity of the tasks, the ability to work independently and the level of direction and oversight required by the incumbent or the level of direction and oversight the incumbent provides to other staff. The Program Manager class series differs from the Management Analyst class series in that the former series predominantly focuses on one or more resource conservation projects or programs and is responsible for designing and/or implementing and monitoring those projects or programs. The Management Analyst series primarily conducts analyses or implements processes to support the effectiveness of the Agency's systems and operating procedures.

In general, promotions occur within classification series. A promotion or reclassification into another classification is usually a result of a vacancy or a change in the operational needs of the Agency.

See examples of essential functions, qualifications, education and experience.

CLASS CHARACTERISTICS: PROGRAM MANAGER I (PMI)

This is the entry-level class within the Program Manager series. Positions in this classification perform less difficult tasks and receive on-the-job training in the performance of more complex duties. Incumbents in this class will receive more direct oversight and assistance as needed.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Depending on the assigned area. For any of the class characteristics within the series the Agency reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- With direction plans, designs, coordinates, implements, promotes, and oversees assigned resource conservation projects and initiatives in such areas as waste prevention, recycling, business outreach and assistance, sustainable building and landscaping, household hazardous waste management, organics, media, education, community outreach, and economic development.
- Participates in the identification, planning, development, and implementation of new and/or modified programs that would promote and enhance the mission, goals, and objectives of the Agency and its members/constituents; performs the necessary research and analysis to justify the appropriateness of implementing the proposed program/project; prepares presentation materials and background documentation; monitors project success using appropriate tracking and feedback systems.
- Directs, monitors, and evaluates the work of assigned consultants, contractors, and/or grantees according to the Agency's standards and pertinent agreements/contracts; assists in the development of appropriate contract language; provides clear, concise, and consistent direction; acts as a resource and Agency representative to consultants, contractors, and/or grantees regarding administrative and operational policies, procedures, and guidelines.
- Participates in the development, administration, and monitoring of assigned project budget(s) and fiscal activities; tracks expenditures; projects future funding needs; identifies appropriate and available funding sources; oversees major funding disbursement to member agencies; responds to questions regarding appropriate uses of funding; maintains relevant records and documentation.
- Directs and participates in the investigation and resolution of complaints related to assigned program areas, activities, and contracts; negotiates solutions to issues involving service delivery.
- Coordinates assigned program activities with those of other Agency activities as well as federal, state, and local agencies to ensure effective cooperation on all governmental levels consistent with optimal efficiency, effectiveness, and economy; coordinates data, resources, and work products as necessary and upon request in support of a productive and positive working environment.

- Initiates, designs, produces, and distributes a variety of promotional, marketing, outreach, and informational materials, communications, and presentations to educate businesses, children, special interest groups and constituencies, the general public, and member communities in Agency programs, services, resources, events, and activities; assists in the design of multi-media campaigns.
- Oversees and provides support and assistance to various grants programs and projects; manages assigned grants; processes invoices.
- Attends and participates in professional group meetings; keeps informed of new trends and innovations in the assigned field, which may include waste management, resource conservation, energy efficiency, public administration, business administration, public relations, and communication.
- Plan, design, coordinate, implement, promote, and oversee administrative or operational programs, projects, and initiatives, which include such areas as public information, and community outreach, to support the mission, goals, and objectives of the Agency.
- Participates in the development and implementation of project goals, objectives, policies, procedures, and priorities; assists in developing strategies for the achievement of these goals.
- Performs other duties as assigned.

CLASS CHARACTERISTICS: PROGRAM MANAGER II (PM II)

Incumbents at this level have either progressed from a PMI or are hired at this more experienced level. PMII's will undertake more complex assignments and perform with less supervision and oversight. For example, incumbents may be assigned any of the tasks listed for the PMI but will be expected to perform the tasks independently and may be assigned lead responsibilities for specific deliverables. Incumbents are expected to be proficient in the Agency's budgeting process and contract management systems. Incumbents at this level may prepare staff reports and make presentations to the Agency's Boards and Committees. In addition, PMII's are usually assigned to more than one functional area or possess more diverse technical skills.

EXAMPLES OF ESSENTIAL FUNCTIONS - In addition to those listed above (Illustrative Only)

- Directs, assigns, and monitors the work of a project team when serving as a project lead; provides clear, concise, and consistent direction; maintains a positive and productive team work environment; provides ongoing performance feedback to team members; and receives team input and feedback in a constructive manner.
- Provides technical and administrative support, and professional and technical expertise to other Agency staff, boards, committees, and member agencies; researches, prepares, and presents comprehensive professional, technical, fiscal, and administrative studies, surveys, and reports; develops agenda items for board and committee meetings; reviews agenda items prepared by others as assigned; presents information to the board.

CLASS CHARACTERISTICS: PROGRAM MANAGER III (PM III)

Incumbents at this level are considered to be at the journey level tier of the series and have either advanced from the PM II classification or are hired at this more experienced level. This class is distinguished from that of a PMII by the independent performance of the full range of professional duties, including independently leading a project, developing and planning a project from beginning to end including preparing and monitoring the budget, or enhancing an existing project or subproject, a broader knowledge base relative to Agency program areas, a greater complexity of assignments, the provision of project leadership to staff and external agencies, and/or a related subject matter expertise. Employees at this level receive only occasional guidance or assistance as new or unusual situations arise and routinely prepare staff reports and make presentations to the Agency's Boards and Committees. This class is further distinguished from the Senior Program Manager by the latter's full responsibility for broad program activities versus project responsibility within a broad program.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS - In addition to those listed above (Illustrative Only)

- Represents the Agency and its programs/projects to member agencies, special interest groups, state and local governments, elected officials, news media, schools, businesses, the waste management and recycling industry, and the general public; establishes and maintains Agency relations; responds to complex and sensitive questions and requests for information; promotes the Agency's mission and goals.

Provides professional assistance and acts as an Agency resource with an expertise, knowledge, and emphasis on a specific program area.

- Monitors changes in laws, regulations and technology that may affect operations of assigned area; implements policy and procedural changes as required. PMIIIs will mentor other PMs and help develop training and succession plans for positions within this classification series as needed.

CLASS CHARACTERISTICS: SENIOR PROGRAM MANAGER (SPM)

This is the advanced level within the Program Manager series and requires incumbents to have a high level of managerial or subject matter expertise. In addition to possessing managerial or technical expertise, incumbents are expected to have a broad understanding of the agency's overall functions, goals and priorities, and how specific programs align with them. Positions at this level have significant experience that enables them to represent the Agency on a regular basis to senior management positions within member agencies, other public agencies, private companies, community organizations, and the public. Incumbents in this class have either advanced from a PM III or are hired at this more experienced level. In addition to the essential functions required of a PMIII, employees in this classification may be assigned special projects or activities, which do not involve the oversight of resource conservation programs but which involve leadership of major professional or highly technical activities related to Agency operations and have significant Agency-wide impact. Such assignments may involve supervision, leadership, control, or coordination of special projects or initiatives.

QUALIFICATIONS

Knowledge of and ability to perform the essential functions listed above (depending on assigned area and classification).

Education and Experience:

Any combination of training and experience that would provide the required

knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Program Manager I

Equivalent to a Bachelor's Degree from an accredited college or university with major course work in environmental science or engineering, urban planning, business or public administration, or a closely related field and two years of responsible professional experience in education, public information or relations, source reduction, recycling, waste management, energy efficiency, economic development, or a related area. Public agency experience is highly desirable.

Program Manager II

In addition to the educational requirements for the PMI position, this position requires three years increasingly responsible experience in the areas listed above.

Program Manager III

In addition to the educational requirements for the PMII position, this position requires four years increasingly responsible experience in the areas listed above. Experience supervising staff is highly desirable.

Senior Program Manager

In addition to the educational requirements for the PMII position, this position requires five years increasingly responsible experience in the areas listed above. A master's degree is highly desirable.

Licenses and Certifications:

- Possession of an appropriate valid California driver's license may be required.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Positions in this classification frequently lift and carry reports and records that typically weigh less than 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS

May require attending evening or weekend meetings, events, and/or workshops.