

CLASS TITLE: PROGRAMMING SERVICES OFFICER

Class Code: 02590600
Pay Grade: 31A
EO: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To assist the head of a department, agency, or division by relieving such superior of complex duties involved in the development, management, reorganization, and/or operation of a departmental/divisional program which provides services to employees and/or the public; to act as program supervisor; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior with considerable latitude for exercising initiative and independent judgement; work is subject to review for results obtained and conformance to established policies, rules, regulations and laws.

SUPERVISION EXERCISED: Plans, directs, coordinates, supervises and reviews the work of a professional, technical and clerical staff assigned to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To assist the head of a department, agency, or division by relieving such superior of complex duties involved in the development, management, reorganization, and/or operation of a departmental/divisional program which provides services to employees and/or the public.

To act as program supervisor, managing the services of the program, while monitoring those service for program effectiveness and efficiency.

To study and analyze operational procedures and prepare detailed and comprehensive reports of findings and recommendations.

To establish the scope and detail of the operation of such proposed programs, to document the need for such programs and to indicate the relative importance of such programs as they relate to existing and/or proposed programs.

To coordinate the flow of work among the various programs within the department/division, and to reassign space, equipment, supplies and personnel as necessary, to expedite the flow of work.

To review and evaluate state and federal laws, rules and regulations to ensure compliance with the provisions of these rules, laws and regulations in the plans and proposals.

To determine the effectiveness of policies, procedures and methods and to initiate alterations as determined by professional review.

To perform varied public relations duties such as preparing news releases and writing and delivering speeches, and meeting with community groups to explain program goals, services and objectives to engender public interest and participation.

To assist a superior by performing administrative tasks and research in preparation of the agency's annual budget.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the principles, practices and techniques of program management as it relates to developing programs on a departmental/divisional basis for the purpose of providing new or improved services/programs; a working knowledge of the standard principles, practices and techniques of research as it applies to evaluating program planning and programming service; the ability to analyze data, draw conclusions and develop programs based upon

such data; the ability to forecast the need for such programs and the requirements of the programs for personnel, equipment and space; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing with specialization in business management, social sciences or a related field; and

Experience: Such as may have been gained through: employment in a supervisory position in a private or public agency involved in the development, management, reorganization, and/or operation of a service program.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

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