



Program Specialist

Exhibit- D

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Res. #
285	Exempt	2 – Professionals	AFCSME/Unrepresented	05	6/10/2020	20-026

**DEFINITION:** Under direction, provides coordinative, administrative, and technical support for an assigned program; ensures adherence to all District, state, federal laws, and regulations related to the area of assignment to achieve the highest levels of safety and quality of service delivery. This is the experienced-level within the Program Specialist series. This classification is distinguished from other administrative classifications by the level of specialization and focus of the assigned duties and activities. There are three (3) levels within the Program Specialist series, which are distinguished from one another by the technical complexity of the assigned duties and the level of discretion and independent judgment exercised.

Positions in the Program Specialist series are flexibly staffed to meet the needs of the District. Positions at the experienced-level are normally filled by advancement from the entry-level and promotion is subject to the following: (i) management affirmation that the incumbent is performing the full range of duties assigned and (ii) after gaining requisite experience and demonstrating proficiency which meets the minimum qualifications of the next higher-level classification.

**REPRESENTATIVE FUNCTIONS** may include, but are not limited to the following:

- Coordinates and implements, functions and activities in support of an assigned program; monitors program performance; performs a variety of administrative, coordinative and technical support duties for a designated program.
- Ensures compliance with federal, state, local, and District policies, regulations, rules, and guidelines governing the designated program.
- Establishes and maintains the record-keeping system documenting program compliance.
- Serves as a liaison to participants, staff, and, community organizations; provides presentations, information, and assistance regarding assigned programs and services; receives and responds to inquiries relating to assigned area of responsibility; communicates issues to staff as appropriate.
- Acts as a program representative with external organizations to relay or obtain relevant information regarding program activities; coordinates department services and activities with other District departments, staff, and outside agencies.
- Develops and distributes a variety of program specific information, forms, records, reports, correspondence, and data as required.
- Participates in the planning, coordination, and conducting of training activities related to program assignment; participates in developing the training curricula and materials.
- Assists higher levels in administering the assigned programs and activities.
- Attends and participates in a variety of professional meetings and regulatory training; stays abreast of new trends, innovations, laws, and regulations as they relate to the area of assignment.
- Performs related duties as required.

**MINIMUM QUALIFICATIONS**

Special Qualifications including specialized knowledge, abilities, education, experience, or licensing may be established for individual positions, dependent upon functional assignment.

**Knowledge of:** Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility; principles and practices of technical and administrative report writing; training



## Alameda Contra Costa Transit District Classification Specification

### Program Specialist

techniques and presentation principles; principles and techniques for working with groups and fostering effective team interaction; the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar; modern equipment and communication tools used for business functions and program, project, and task coordination; computers and software programs to conduct, compile, and/or generate documentation relevant to the work performed; techniques for providing a high level of customer service by effectively working with the public, vendors, contractors, and District staff.

**Ability to:** Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed; prepare clear and concise business correspondence and reports; effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals; independently organize work, set priorities, meet critical deadlines, and follow-up on assignments; effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks; communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax; use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education:** Equivalent to a bachelor's degree from an accredited four-year college or university in business or public administration, planning or related field. Additional years of experience may be substituted for education on a year-for-year basis.

**Experience:** Three (3) years of recent, verifiable, specialized administrative, analytical or program support experience or two (2) years at a level equivalent to the District's classification of Assistant Program Specialist.

**License and Certification(s):** Requirements may be established for individual positions, dependent upon functional assignment. Some positions may require a valid Class C California Driver License and meet the District's driving standards.

**Physical Requirements:** Must maintain the physical condition necessary to: (1) perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; and may work in the field which requires incumbents to (2) possess physical mobility in order to direct or conduct field studies, and attend external meetings and events.

**Special Requirements:** Must be willing to: (1) work outside regular business hours as required and (2) travel between the various District divisions.

**Established Date: (Res. No. )**