



Alameda Contra Costa Transit District Classification Specification

Exhibit-F

Program Administrator - DRAFT

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Res. No
295	Exempt	2 – Professionals	AFSCME/Unrepresented	09	6/10/2020	20-026

DEFINITION: Under general direction, plans, directs, and organizes the activities, operations, and training of an assigned complex or sensitive program; serves as a technical expert and resource for assigned program including providing extensive, in-depth, and specialized analysis and training; develops and implements recommendations for operational, training, and procedural improvements. This classification is responsible for the implementation and day-to-day operations of an assigned program. This can be an at-will unrepresented classification.

This classification is distinguished from the Program Manager by the latter classification's responsibilities for managing single or multiple programs with greater breadth, depth, and scope; a greater preponderance of budgetary and administrative accountabilities; and/or more complex service delivery provisions.

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

- Contributes to the development of and directs the implementation of goals, objectives, training, procedures and work standards for the assigned complex or sensitive District program interprets and complies with all applicable federal and state regulations.
- Monitors and directs or performs day-to-day operations of the assigned program to ensure that policies and procedures are being followed, goals and objectives are met, and that services and projects are being accomplished efficiently and effectively; takes corrective action as necessary.
- Develops highly specialized technical training curriculum related to assigned program, researches training techniques; conducts, manages and administers specific trainings related to a designated program.
- Develops and monitors the program's budget; oversees financial well-being of the program by analyzing cost-effectiveness and exercising cost controls; prepares, submits and justifies budget enhancement requests to assigned executive and director.
- Confers with and represents the program and the department/division in meetings with other District departments and divisions; serves as the District representative with a variety of public, business and community groups and organizations; fosters collaborative working relationships to the benefit of the program and the department/division.
- Prioritizes and allocates available program resources; reviews and evaluates program and service delivery, makes recommendation for and executes changes in operations to ensure maximum effective service provision; assists in developing new program function elements, including researching, compiling and analyzing supporting data.
- Performs complex administrative duties requiring oversight, attention to detail and analysis; performs strategic planning and financial analysis, including assisting in preparation of specialized program and project budgets, which may include staffing and operational needs.
- Participates in and provides support to commissions, committees and special task forces in accordance with the Board of Directors or executive management directives.
- Negotiates, develops, monitors and administers a variety of contracts and agreements.
- Develops systems and maintains records that provide for the proper evaluation, control and documentation of assigned activities; prepares a variety of written correspondence, reports, agenda items, procedures, directives, staff reports, and other materials; makes Board presentations, as required.
- Stays abreast of legal and operational changes that affect the activities and work processes of the program; makes recommendations for, develops and, implements improvements to the program to meet changing mission parameters and requirements.
- May supervise staff related to the assigned program.
- Performs related duties, as required.

MINIMUM QUALIFICATIONS



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

Knowledge of: Principles and practices of program administration and evaluation, including goal setting, scheduling, the development of objectives, work planning and organization, budgeting, purchasing, and contractor management; theories, principles and operational practices applicable to the area of assignment; District socioeconomic and cultural demographics; methods and techniques of communicating with diverse populations; methods and techniques of assessing community needs in assigned program area; resources within the community to supplement program services; applicable laws, rules, ordinances and regulations; applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility; modern office practices, methods, and computer equipment and computer applications; records management principles and practices; techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations; techniques for providing a high level of customer service by effectively working with the public, vendors, contractors, and District staff.

Ability to: Recommend and implement goals, objectives, and practices for providing effective and efficient services; evaluate and develop improvements in operations, procedures, policies, or methods; research, analyze, and evaluate new service delivery methods, procedures, and techniques; prepare clear and concise reports, correspondence, policies, procedures, and other written materials; analyze, interpret, summarize and present administrative and technical information and data in an effective manner; interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations; conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports; effectively represent the department/division and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals; establish and maintain a variety of filing, record keeping, and tracking systems; organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines; operate modern office equipment including computer equipment and specialized software applications programs; use English effectively to communicate in person, and in writing; use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines; establish and maintain effective working relations with those encountered in the course of work.

Education: Equivalent to graduation from a four-year college or university with major coursework related to the assigned program. Additional years of experience may be substituted for education on a year-for-year basis.

Experience: Four (4) years of increasingly responsible and verifiable of program administration and implementation experience within a field related to the program assignment or three (3) years at a level equivalent to the District's classification of Senior Program Specialist. Additional years of experience may be substituted for education on a year-for-year basis.

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; 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.



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Special Requirements: Must be willing to: (1) work outside regular business hours as required and (2) travel between the various District divisions. **Established Date: 04/25/2018 (Res. No. 18-020)**

Revised Date: 10/23/2019 (Res. No. 19-034)