



Program Manager

Exhibit- G

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Res. #
299	Exempt		Unrepresented	11	6/10/2020	20-026

**DEFINITION:** Under general direction, plans, organizes, and manages the work of staff supporting a variety of District programs. Program management responsibilities encompass designing, developing and implementing comprehensive program services; recommending and implementing program goals and objectives, and ensuring program compliance with mandated and District regulations; developing and implementing quality improvement and performance management standards. This is an at-will unrepresented classification.

This classification is distinguished from the Program Administrator by the greater breadth, depth, and scope; a greater preponderance of budgetary and administrative accountabilities; and/or more complex service delivery provisions. The Program Manager has the authority to determine the strategic goals and objectives of the assigned program while the Program Administrator contributes to the determination of the goals and objectives but is primarily responsible for program implementation and day-to-day operations.

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

- Plans, organizes, and manages the work of staff supporting a variety of District programs; selects, trains, develops, mentors and guides staff in achieving goals and objectives; coaches and develops employees; provides constructive feedback on performance and behaviors; reviews and evaluates work; counsels and handles personnel actions as needed.
- Collaborates to strategically determine and set program goals and objectives; implements policies, procedures, work standards, and controls to meet established goals and objectives.
- Develops and implements processes to measure quality improvement and performance management; using multiple sources and quantitative and qualitative methods, conducts a comprehensive assessment to evaluate program performance for quality, effectiveness, safety, and sustainability; implements changes to improve performance, maximize program effectiveness, and ensure alignment with the department's mission.
- Manages and participates in the development and administration of the work unit's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Prepares and oversees the preparation of a variety of administrative and technical reports, as well business correspondence and presentations; presents reports to internal and external stakeholders; conducts outreach and makes presentations to community and advocacy groups.
- Works with internal District staff and external agencies, community groups, contractors, and other public and private organizations to determine needs for shared services or collaborative projects, or the provision of services by contracted agencies.
- Manages contracted services; participates in the selection of service providers; reviews and recommends contract language; manages contracts to ensure service provider compliance with contract terms and conditions; affirms that the quality/level of services is acceptable to the District or takes measures to resolve performance issues.
- Serves as a staff resource and internal technical program expert by providing consultation and guidance to staff or other District management, executive management and the Board of Directors.
- Ensures that information regarding services and policies is provided accurately and thoroughly to interested parties and responds to the most sensitive complaints from the community and District staff.
- Serves as an external technical expert by attending meetings and/or providing consultation regarding program, legal, or policy matters to District department managers or administrators, regional and state agencies, advisory committees, and advocacy groups.



## Alameda Contra Costa Transit District Classification Specification

### Program Manager

#### **MINIMUM QUALIFICATIONS**

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

**Knowledge of:** Operations and services provided within assigned program area; District, department, and program-specific policies and procedures; applied principles and practices of optimal service delivery; principles related to the design and implementation for systems of care at the organizational, community and population levels; principles and practices of program planning, development, implementation, and administration; principles and practices of employee supervision, including planning and assigning work, performance review and evaluation, discipline, and the training of staff in work procedures; principles and practices of leadership; principles and practices of budget development, administration and control; principles and practices of contract development and management; principles and practices of quality assurance and improvement; methods and techniques of developing models to assess program performance; 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 federal, state and local laws, regulatory codes, ordinances and procedures relevant to assigned areas of responsibility including confidentiality laws; principles and practices of complex recordkeeping and documentation; principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly; techniques for providing a high level of customer service by effectively working with the public, vendors, contractors, and District staff; 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.

**Ability to:** Effectively manage and administer program operations and activities; select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner; adapt to changes in priorities or resources that impact pre-established timelines and courses of action; maintain awareness of the functioning and status of multiple work groups or program areas simultaneously; delegate work assignments and appropriate level of responsibility to employees in order to ensure the completion of work assignments and projects; apply knowledge of performance management systems for program and organizational improvement; synthesize complex policy options to plan program services; recommend and implement goals and objectives, policies, procedures, work standards, and internal controls; identify, analyze, and evaluate situations or problems to determine appropriate courses of action; apply knowledge of laws, regulations, and policies to decision making and problem solving to identify solutions and courses of action that are most appropriate or compliant; work with internal and external stakeholders to identify community care needs in assigned program; ensure the maintenance and retention of complex records, files, reports and other documents; generate a variety of business documents including letters, memoranda, reports, and other written material; 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.

**Experience:** Seven (7) years of increasingly responsible and verifiable experience of program administration and implementation experience within a field related to the program assignment, or (3) years at a level equivalent to the District's classification of Program Administrator; and three (3) years of supervisory experience.



## Alameda Contra Costa Transit District Classification Specification

### Program Manager

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