

STATE PROGRAM ADMINISTRATOR, INTERMEDIATE

KIND OF WORK

Second-level professional program administration work.

NATURE AND PURPOSE

Under general supervision, an employee in this class is responsible for administering state program activities. Responsibility extends to executing contracts, reviewing program reports to approve the distribution of program resources. Responsibility includes effectively making recommendations to higher-level State Program Administrator or other administrative employees to assign special conditions and/or terminate program services; performs other duties as required.

Know-How (specific and integrative) -- Requires a basic grasp of the foundation principles and practices of a general field of knowledge to conduct and continually improve work processes with strong awareness of most immediate and sustained effects on customers. Activities have specific objectives and content, but coordination of, and with, related activities is required.

Problem-Solving (context and thinking challenges) -- Acceptability of conclusions, improvements or solutions is guided/governed by substantially diversified procedures, specialized standards, and precedents; positions have latitude to consider which among many procedures should be followed and in what sequence to achieve the required results. Work involves differing situations with moderate rates of substantive change which may have new or unusual elements, requiring intensive search for solutions/appropriate choices among defined options or within area of learned things.

Accountability (freedom to act/empowerment and impact on end results) -- Practices and procedures covered by historic examples, well-defined specific process considerations or necessary periodic review of results with supervisor or other team members ("key customer representatives"); may deviate from established procedures and practices as long as end results meet standards of acceptability. Impact is contributory, providing supportive, interpretive or advisory functions for use by others.

All unlimited classified positions in this class must have options. Options currently used with this class include: Community Relations (COMREL 1250), Facilities Management (FACMGT 0144), and Property Tax (PROTAX 1567).

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Reviews and analyzes proposed requests to expand public program service delivery so that they comply with program requirements by interpreting and analyzing governmental regulations, rules, policies/procedures, and communicating this information to clients; analyzing and interpreting required reports and advising clients on changes needed to comply with program criteria; determining if funding and services are within the limitations of the specified public program; submitting timely documentation and reports; checking eligibility and completeness of information.

Executes contracts and monitors program activities and progress reports so that program resources are properly expended by receiving and reviewing periodic reports such as quarterly and annual status reports; contacting clients and proposing solutions to resolve problems discovered during monitoring, (may include submitting new reports, amending current reports, etc.; retaining program records and files as specified by regulation; collecting, analyzing, and organizing program activity data.

Advises clients and other governmental officials about changes in reporting and procedural requirements to ensure adequate information (on program guidelines) is communicated to clients and governmental officials by functioning as an information clearinghouse for program questions; providing on-site technical assistance/training sessions with state and local interest groups/task forces; and working with other officials in joint projects related to public information and presentations.

Provides technical assistance to clients to implement program procedures so that reasonable administrative guidelines are maintained and enhanced by determining if requested services are within the limitations of general eligibility standards; assessing whether or not program parameters have been met; analyzing resource distribution to avoid duplication within or between programs; verifying that provided services are consistent with program plans.

Determines compliance with administrative and reporting provisions of a public program so that management and client groups are kept up to date on new and ongoing program activities, and program needs are identified and met by on-site monitoring and/or identification of special problems.

Recommends changes (modifications, termination dates, special conditions) to departmental policy making groups so that programs are appropriately administered by evaluating the fiscal performance; producing reports and information for program analysis; and by documenting the results of the program's implementation.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Qualitative and quantitative analysis sufficient to evaluate program-related data and extract meaningful information to apply to program operations.

Governmental budgeting and legislative processes sufficient to review, analyze and suggest changes to proposed public programs and budgetary proposals.

Law and administrative procedures sufficient to execute contracts and propose solutions to resolve problems discovered during monitoring.

Public program operations sufficient to understand day-to-day activities, link processes to the purpose of the program, and provide procedural technical advice to clients and other governmental officials.

Skill in:

Human relations sufficient to tactfully give positive as well as problem-centered feedback to clients and other governmental officials that maintain effective working relationships.

Ability to:

Read and comprehend program-related bulletins, manuals, rules, etc., sufficient to interpret and apply them to resolve eligibility and compliance problems that may require procedural, manual and rule changes.

Write letters, memos, bulletins, procedural and rule language and portions of reports sufficient to explain the program and clarify ambiguous language to clients, governmental officials and the general public.

Communicate orally sufficient to speak to individuals and groups to inform a wide audience about program decisions, changes and other relevant information on a timely basis and to resolve differences of opinion.

Adapt to continuous organizational and program changes sufficient to work constructively under pressure and cope with ambiguity and setbacks.

Est.: 12/96
Rev.: 7/07

T.C.: 7/07
Former Title(s): State Programs
Administrator Intermediate