

STATE PROGRAM ADMINISTRATOR, COORDINATOR

KIND OF WORK

Fifth-level professional program administration work.

NATURE AND PURPOSE

Under administrative direction, an employee in this class is responsible for coordinating the administration of a state program(s) which is both comprehensive and technical in nature by testifying as a technical expert before legislative committees and at other public forums; establishing program goals and objectives; directing the activities of consultants, project leaders and other staff at all levels as they relate to the state program; developing financial reporting systems; developing and conducting program administration training sessions for both internal and external personnel; monitoring compliance of clients; and evaluating policies and procedures for program administration; performs other duties as required.

Know-How (specific, integrative and human relations) -- Requires a thorough foundation in the principles and practices (i.e., both theoretical and applied) of a general field of knowledge sufficient to critique and evaluate the work of advanced professional staff to assure work quality 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. Human relations skills needed to understand, develop, persuade, motivate, collaborate with and lead others are essential.

Problem-Solving (context and thinking challenge) -- Acceptability of conclusions, improvements or solutions is guided/governed by clearly defined agency policies and principles from fields of science, commerce, public administration and academic disciplines; positions have latitude to consider whether new procedures may have to be developed, consistent with policies or existing principles, to achieve required end results; the "what" is clearly stated but the "how" is largely determined by the employee's own judgment. 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 are covered by precedents, general process considerations or necessary periodic review of results with supervisor or other team members; may deviate from established procedures and practices as long as end results meet standards of acceptability. Impact is contributory.

All unlimited classified positions in this class must have options. Options currently used with this class include: Cultural Resources (CULRES 1603), Facility Planning (FACPLN 0162), and Legal Services (LEGSER 1349).

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

Audits and evaluates program progress reports to determine if the program is achieving its objectives by receiving and reviewing periodic monitoring reports; contacting clients and proposing solutions to resolve problems discovered during the evaluation (may include amending current reports, etc.); retaining program records and files as specified by regulation; collecting, analyzing, and organizing program activity data.

Represents the state at meetings with other governmental officials to ensure adequate information (on program guidelines) is communicated to both governmental officials and clients 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.

Advises clients with a comprehensive understanding of all procedural and technical aspects of program activities so that reasonable administrative guidelines are developed by determining if requested services are within the limitations of the laws and policies involved; 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.

Conducts detailed and comprehensive studies of governmental programs so that management and client groups are informed about program activities, program needs and future program services are identified.

Testifies before departmental policy committees and recommends appropriate action in the areas of project funding, special stipulations and program administration.

Consolidates multiple public program activities to ensure their efficient and effective administration by integrating findings of several work groups; by preparing and coordinating an annual public administration plan; and by developing, processing and conducting an assessment of program activities.

Develops and implements financial reporting systems for state, federal and other funding sources to comply with state and federal auditing and reporting requirements by preparing budgets for all program requests, financial plans and expenditure reports; establishing accounting and documentation procedures; and by assisting other governmental agencies with recording procedures under program guidelines.

Oversees the development of comprehensive public program guidelines, procedures and standards to ensure proper application and use by coordinating and revising the administrative process; by preparing progress reports on accomplishments and results achieved; by organizing and coordinating support for policies and legislation; by establishing program goals and objectives; by coordinating activities of staff, consultants, project managers, and other agencies.

Provides leadwork to program staff, monitors and reports on the work performance of co-workers and contractors to determine overall conformity to establish timetables and quality standards and to document and communicate employee production levels and training needs by applying departmental guidelines and objectives; by following appropriate contract provisions, rules and regulations; and by using interpersonal relations skills.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Qualitative and quantitative analysis sufficient to evaluate program results, critique the analytical methods of other public program professionals and design and develop public program guidelines and standards.

Governmental budgeting and legislative processes sufficient to demonstrate political astuteness to support current programs, coordinate complicated program initiatives, plan for contingencies and establish working agreements and priorities.

Law and administrative procedures sufficient to serve as a technical expert before departmental policy committees, other public forums and national conferences.

Public policy principles and administration theory sufficient to oversee the design, implementation and evaluation of public program and financial reporting systems.

Project planning and operations sufficient to organize projects and negotiate for all human, financial and technology resources to ensure the successful completion of the project.

Skill in:

Human relations sufficient to build networks of colleagues throughout the public and private sectors and to effectively persuade clients, interested parties in the private sector, and other government officials by understanding complex and oftentimes, competing relationships and political agendas.

Ability to:

Read and comprehend public administration literature and program bulletins, manuals, rules, etc., sufficient to oversee the design and development of financial and program reporting systems and appropriate documentation.

Write reports, bulletins, procedures, rules, and correspondence sufficient to describe, promote and justify current and future program initiatives and outcomes.

Communicates orally sufficient to mobilize action to achieve organizational goals to coach and advise other program staff, to speak to individuals and groups to resolve differences of opinion and to testify before departmental policy committees and at other public forums.

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

Lead other program staff and contractors sufficient to meet established timetables, quality standards and complete program objectives.

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T.C.: 7/07

Former Title(s): State Programs
Administrator Coordinator