

**Lane Council of Governments
Job Classification**

Job Title:	Program Manager	FLSA Status:	Exempt
Division:	Senior & Disabled Services	Range:	31
Reports To:	S&DS Director	Last Revised:	April 2002

General Statement of Duties

Plans, organizes and manages comprehensive, long-range objectives for an assigned program. Includes intergovernmental coordination; development and implementation of policies, procedures, and budget; personnel management; securing resources; and representing the organization at various community, state, federal and other agency meetings.

Supervision Received

Work is performed under applicable policies, guidelines and appropriate technical and professional standards. Work performance is evaluated through periodic conferences and reports and through the adequacy and timeliness of records, reports and services provided.

Supervision Exercised

Plans, organizes, coordinates, assigns, and evaluates the work of professional planners, planning technicians, law clerks, and support staff; provides training as needed.

Resource Responsibility

Considerable to substantial responsibility for financial and human resources. Includes final decisions or recommendations involving effective use of employees, space, materials and equipment with only general checks for reasonableness of actions. Decisions made within policy guidelines.

Distinguishing Features

The S&DS Program Manager classification is distinguished from the Branch Manager and Program Supervisor classifications by managing multiple work units within the organization and taking responsibility for securing and managing resources for those work groups. While this position requires expert knowledge in the field of planning and the assigned program area, it also requires considerable effort in the management of staff and other resources.

Essential Job Functions

Manages assigned functions to achieve goals within budgeted funds and available personnel; reviews progress and makes changes in priorities and schedules as needed.

Establishes goals and objectives for program operations.

Manages and coordinates activities of staff; plans and organizes workloads and staff assignments. Conducts performance evaluations and resolves personnel matters. Provides training and motivation to make full use of individual capabilities.

Establishes policies, procedures, and performance standards to assure efficient and effective planning services in compliance with LCOG guidelines, goals, and objectives.

Prepares program budgets based on staffing and resource requirements, cost estimates, and objectives and goals. Monitors and documents expenditures assuring compliance with approved budget and staffing levels.

Assures compliance with state and local laws, standards, policies and guidelines.

Provides technical advice and assistance to LCOG management, other agencies, and community groups regarding planning issues that fall within the scope of the assigned program. Acts as a resource to LCOG staff and the public for planning program policies and procedures.

Analyzes, recommends, and implements improvements to existing practices and procedures; monitors the status, performance and quality of on-going and in-progress projects, systems and services.

Performs research and provides technical assistance by collecting, analyzing, interpreting and summarizing information, using research methods including statistical analysis, scientific and legal literature review, and telephone surveying.

Participates in program development and long range planning including the development and implementation of operations policies, demonstration projects and program evaluation.

Researches, analyzes and evaluates legislation and state and federal policies affecting planning activities; presents findings in oral and written reports and presentations.

Prepares written and oral reports requiring skills in research and analysis of statistical data, field studies and surveys. Prepares graphics and presentation materials for written reports and presentations; presents reports to elected and appointed officials, committees and work groups, as needed; provides training as needed.

Organizes and participates in public workshops to assure public involvement in the planning process.

Responds to inquiries from the public by phone and through correspondence; provides information on specialized program or project, including policies, regulations and issues to officials, citizens and interested groups.

Facilitates interagency and intergovernmental coordination and cooperation on comprehensive projects; meets with representatives of local units of government, citizens, planning commissions and the like.

Represents LCOG at various federal, state and local meetings regarding comprehensive planning efforts and activities.

Other Job Functions

Coordinates the resolution of inquiries, complaints, problems, or emergencies affecting the availability or quality of services. Responds to sensitive or complex inquiries or service complaints.

Plans and conducts special assignments as directed by the division director.

Performs other related duties as assigned.

Working Conditions

Duties are primarily performed in an office environment while sitting at a desk or computer terminal or standing at a counter. Some travel is required to attend meetings.

Knowledge, Skills, and Abilities

Thorough knowledge of planning principles, practices, regulations, and techniques in the assigned program area.

Thorough knowledge of environmental, social, economic, and other demographic factors affecting local governments.

Thorough knowledge of research methods and techniques, including statistical analysis.

Thorough knowledge of personal computer applications related to planning activities, including computerized modeling.

Thorough knowledge of governmental practices and procedures related to the assigned program area, as well as thorough knowledge of applicable local, state, and federal laws, regulations, policies, and standards.

Considerable knowledge of effective supervisory practices.

Ability to provide leadership and staff support to a variety of committees engaged in comprehensive planning activities.

Ability to write clear and concise reports, records and plans.

Ability to compile and analyze original data and develop logical recommendations based this data.

Ability to organize and make public presentations.

Ability to research documents, design telephone surveys, construct computerized models and perform statistical analyses necessary for the planning process and evaluate the reliability of input data; read and interpret legal documents.

Ability to communicate effectively, both orally and in writing, with other employees, the general public, and representatives of other agencies and governments using tact, courtesy and good judgment.

Ability to work with accuracy and attention to detail to meet deadlines.

Ability to understand and execute oral and written instructions, policies and procedures.

Ability to establish and maintain effective working relationships with other employees, the general public and representatives of other agencies.

Physical ability to perform assigned work.

Education and Experience

Bachelor's degree in planning or related field (masters degree desirable) and seven years of progressively responsible professional experience working on planning projects related to the designated program area, including lead or supervisory experience, or any combination of education and experience that provides the applicant with the knowledge, skills, and ability required to perform the job.

Licenses, Certificates, and Other Requirements

None.