

**City of San Jose
Program Manager (8073)**

DEPARTMENT:	ACCOUNTABLE TO:	FLSA STATUS:
Varies	Deputy Director, Division Manager, Administrative Officer	Exempt

CLASS SUMMARY

Under general direction, incumbents are responsible for managing a continuing operational program (versus a project with a start and end date), or an administrative program such as human resources or procurement, within a department core service area. Responsible for designing, planning, implementing, evaluating, and modifying the program, including short- and long-term planning activities; budget preparation and implementation; analyzing programmatic practices and procedures; and developing and implementing recommendations for operational, policy, and procedural improvements for assigned program. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Program Manager is a mid-management classification with responsibility for a major operational or administrative program within a department core service area. Incumbents typically manage two or more subordinate supervisors or manage multiple external contract operations and have administrative and policy-influencing responsibilities in support of executive management. Program Manager is distinguished from Division Manager in that the latter has responsibility for multiple operational or core service functions of a department with direct impact on the community or the customer base, reporting directly to the Department Director or Deputy Director. Program Manager is distinguished from engineering or architectural classifications in that a professional engineering or architectural degree and/or license is not required. Program Manager is distinguished from Senior Analyst in that Senior Analyst positions have assigned responsibilities commensurate with smaller programs; level of staff directly supervised that is professional, technical, and clerical; smaller budget controlled in terms of personnel resource costs; smaller size of department and organizational unit to which assigned with lesser impact of results on unit, department, or City; and less complex or specialized assignments in the management analysis activity being supervised.

QUALIFICATIONS

Minimum Qualifications

Education and Experience

Bachelor's degree in a closely related field AND five (5) years of directly-related experience, including two (2) years of supervisory experience.

Exception (for Program Managers working in trade units only)

Education and Experience

Bachelor's degree in a closely related field and five (5) years of directly-related experience, including two (2) years of supervisory experience. **Acceptable Substitution:** Additional years of directly-related experience may be substituted for the bachelor's degree requirement on a year-for-year basis.

City of San Jose Program Manager (8073)

Required Licensing

Some positions may require licensing.

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Decision Making - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Fiscal Management - Understands the relationship of the budget and resources to the strategic plan; complies with administrative controls over funds, contracts, and procurements.
- Initiative - Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.
- Leadership - Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational supports and direction.
- Supervision - Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Supervises subordinate supervisory and professional staff by hiring, selecting, training, evaluating, disciplining and making work assignment recommendation.	Daily/Several Times

**City of San Jose
Program Manager (8073)**

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary.) Duties may include, but are not limited to, the following:	FREQUENCY*
2.	Plans, implements, and manages department programs and operations ensuring efficient utilization of resources; plans and implements work plans and capital improvements; researches and analyzes program operations to improve efficiency and effectiveness.	Daily/ Several Times
3.	Administers program budget to include preparation, implementation, and monitoring of expenses and revenue.	Daily
4.	Performs outreach and public relations to public to provide information about programs.	Weekly
5.	Plans and implements goals, objectives and guidelines to establish effective program operation policies and procedures.	Weekly
6.	Represents program area to outside agencies and professional groups to build and maintain positive working relationships; collaborates and coordinates with other governmental agencies, businesses, and organizations ensuring efficient and appropriate delivery of services and programs	Weekly
7.	Provides conflict resolution and customer service.	Intermittent
8.	Negotiates and administers contracts and agreements with vendors, agencies and contractors.	Intermittent
9.	Provides advice and consultation to program supervisors, coordinators and staff demonstrating expertise in area of assignment.	As Required
10.	Performs other duties of a similar nature or level.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers and the public.

Classification History *Created 11/01; Rev. 4/02, 11/08, 10/10; Rev. & Ret. 02/21 (formerly Program Manager I); Rev. 08/22; s006*