



City of Pacific Grove  
Established Date: 11/19/14

## PROGRAM MANAGER

**SUMMARY:** Under general supervision, supervises and coordinates the programs, services, staff and activities of a major functional area; interprets laws, policies, rules, and agreements of the assigned program. Duties may vary based on the assignment area.

**ESSENTIAL FUNCTIONS:** -- *As defined under the Americans with Disabilities Act, essential functions may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer.*

*The duties below are examples of the work typically performed by employees in this classification. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manages and evaluates the programs, services and/or activities of assigned program function.
- Interprets, advises, and makes recommendations on issues, policies, and procedures; exercises independent judgment within broad policy guidelines, while exercising the highest degree of professionalism.
- Researches technical issues and manages a variety of projects; collects, compiles, and analyzes data and information; develops recommendations, and prepares reports based on findings and results.
- Monitors assigned operations, identifies and evaluates personnel issues, resolves problems, and ensures that all action items are properly managed and resolved; ensures that quality customer services are provided.
- Supervises assigned staff; plans, prioritizes and assigns tasks and projects; trains and coaches staff; monitors work and evaluates performance; reviews the work of assigned staff to ensure the work quality and timely completion of assigned duties and responsibilities.
- Prepares and monitors contracts for service providers.
- Prepares grant applications for funding and monitors compliance of grant award.
- Conducts outreach programs and public meetings to promote assigned program function.
- Assists the public with inquiries and problems on a wide range of issues relating the to the program assignment.
- Supports the relationship between the City of Pacific Grove and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

### MINIMUM QUALIFICATIONS:

#### Education, Training and Experience Guidelines:

Bachelor's Degree with major course work in the specified program; AND three years professional program experience, in the specified program; OR an equivalent combination of education, training, and experience.

#### Knowledge of:

- City organization, operations, policies, and procedures.
- State and federal laws, statutes, rules, codes, and regulations governing assigned program area.
- Principles and practices of public sector administration, records management, and effective customer service practices.

- Principles and methods of contract administration.
- Budget preparation and administration.
- Grant-funded project management accounting systems and documentation standards.
- Principles and practices of effective supervision.

**Skill in:**

- Interpreting and applying federal and state rules and regulations, and City policies and procedures.
- Analyzing issues, evaluating alternatives, and developing recommendations and strategies.
- Analyzing City needs, and developing strategies to meet future needs.
- Analyzing problems, resolving disputes and grievances, and recommending effective solutions.
- Analyzing and interpreting procedures, policies, and methods.
- Conducting research, analyzing results, and writing reports on programs and procedures.
- Assessing and prioritizing multiple tasks, projects, and demands.
- Preparing, maintaining, and reviewing records, reports, and documentation.
- Evaluating workflow, and assessing and prioritizing multiple tasks, projects, and demands.
- Using initiative, independent judgment, tact, and prudence within established procedural guidelines.
- Operating a personal computer utilizing standard and specialized software.
- Establishing and maintaining effective working relationships with co-workers and the public.
- Communicating effectively verbally and in writing.

**LICENSE AND CERTIFICATION REQUIREMENTS:**

A valid California State Driver's License is required. Certification relating to assigned program area may be required.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in a standard office environment.