SAN MATEO COUNTY OFFICE OF EDUCATION

January 2024
FLSA: Exempt

PROGRAM MANAGER

DEFINITION

Under general direction, plans, organizes, and manages the work of staff and/or subcontracted partners supporting a program which provides services to targeted populations/groups within the County Office of Education (Office); program management responsibilities encompass designing, developing, and implementing program services; provides technical assistance, capacity building, and coaching for program participants and staff members; develops and monitors grant funding and program expenditures; recommends and implements program goals and objectives, and ensures program compliance with mandated requirements; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises direct supervision over professional, technical, and/or administrative staff.

CLASS CHARACTERISTICS

This classification is responsible for planning, organizing, and managing the operations of the assigned program. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities in overseeing the day-to-day operations of the program. Employees serve as a specialist, liaison, and advocate for the program, with regular contact and interactions with Office senior management positions, other public agencies, public and private community organizations, regulatory and governmental agencies, and members of the public.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, and manages the work of staff and/or subcontractors supporting a program which provides services to diverse populations/groups within the community, or within the County.
- Plans and establishes, in collaboration with executive staff and community partners, strategic direction, policy, and deliverables for complex multi-partner community programs or initiatives.
- Ensures that the program is staffed with qualified individuals by resolving performance problems, documenting performance according to policy; training and developing staff; and assisting in the selection, hiring, and promotion of staff.
- Manages the program's daily work activities and operations, by establishing performance levels, communicating goals and performance expectations, and monitoring and reviewing work to ensure conformance to established policies and procedures, and standards for quality and timeliness.
- Assesses service delivery and communicates findings to upper management; implements changes to improve efficiency and service quality; maximizes effectiveness of program operations and ensures alignment with the department's mission; recommends and implements goals and objectives, policies, procedures, work standards, and internal controls.
- Directs the collection and compilation of data and narratives for program evaluation; prepares reports for submission to Office management and oversight agencies on program metrics and outcomes;

recommends and implements changes based on data.
- Directs and participates in resource acquisition and management; ensures that facilities used for program meet compliance requirements.
- Develops, communicates, and implements program action and/or operational plans and creates resources for organizations or individuals participating in program execution; conducts program training, drills, and other methods to ensure participants are properly trained and understand their role(s) within program operations.
- Interprets laws and regulations to determine relevancy to program operations and services; affirms program compliance or recommends measures to ensure compliance with laws and regulations.
- Prepares a variety of administrative and technical reports, as well as business correspondence and presentations; presents reports to internal and external stakeholders; conducts outreach presentations to community and advocacy groups.
- Serves as a staff resource by providing consultation and guidance to staff or other Office management and personnel with respect to service delivery or operational effectiveness issues.
- Monitors grant funding and administration and oversees the development of the budget for assigned program by preparing cost estimates and projections and performs ongoing monitoring of expenditures to ensure compliance with budget provisions; may secure vendors and/or subcontractors to execute program deliverables in line with the budget.
- Works with internal Office staff and external agencies, community groups, contractors, and other public and private organizations to determine needs for shared services and collaborative projects, or the provision of services by contracted agencies.
- Ensures that information regarding services and policies is provided accurately and thoroughly to interested parties and responds to sensitive complaints from the community and internal staff.
- Attends and participates in professional group meetings; may serve as a committee chair or facilitator; stays abreast of new trends, innovations. and best practices in the area of assignment.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in education or a closely related field applicable to the position; and

- Three (3) years of progressively responsible experience in program management, grant writing and administration, and educational programs and/or professional development specific to program area of assignment.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure

teamwork is conducted smoothly.
- Operations and services provided within assigned program area, as well as its stated mission, scope, and priorities.
- Principles and practices of program management including planning, development, implementation, and evaluation.
- Socioeconomic, demographics, and other environmental considerations specific to program participants and target population.
- Modern practices, procedures, research, and best practices specific to the assigned program and it's goals.
- Public Agency budgetary, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Practices, procedures, and techniques involved in obtaining and maintaining grants and other funding sources and the preparation and development of related proposals and contracts.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the assigned program.
- Effectively manage and administer program operations and activities.
- Prepare and administer complex grants and program budgets; allocate limited resources in a cost-effective manner.
- Adapt to changes in priorities or resources that impact pre-established timelines and courses of action.
- Maintain awareness of the functioning and status of multiple work groups or program areas simultaneously.
- Conduct technical and administrative analysis on programs and services to identify and recommend changes and improvements based on program goals, guidelines, and respective experience.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Work with internal and external stakeholders to identify community care needs in assigned program.
- Ensure the maintenance and retention of complex records, files, reports, and other documents.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.