

State Program Administrator Manager

KIND OF WORK

First of three classes in a series of classes providing administrative, consultative and coordinative program management work.

NATURE AND PURPOSE

Under administrative direction, the SPA Manager utilizes deep technical knowledge in policies and procedures that impact a department on a statewide basis to identify impacts of proposed policy and law changes and to recommend and negotiate alternative changes that maintain the integrity of the program delivery system and that comply with all applicable laws. Duties include: defining policy alternatives; negotiating proposed changes and priorities with other managers; setting strategic direction for the maximum functionality; and managing relationships with various stakeholders.

DISTINGUISHING CHARACTERISTICS:

Levels within this series are distinguished by a variety of characteristics such as budget complexity and authority, the impact of recommendations or decisions on the organizational unit policies and programs, degree of political/public sensitivity and scrutiny, organizational structure and complexity, etc. Most positions supervise subordinate staff; however, the complexity, sensitivity, variety, scope of the work, and decision-making authority distinguishes the level rather than the number of staff.

State Program Administrator Manager Senior (SPAMS): The State Program Administrator Manager (SPAM) classification differs from the State Program Administrator Manager Senior (SPAMS) classification because employees in the Senior class manage programs or functions across divisions; and have broad discretion, independence and understanding of policy and program issues.

State Program Administrator Director (SPA Dir): The State Program Administrator Manager (SPAM) classification differs from the State Program Administrator Director (SPA Dir) classification because employees in the SPA Dir classification provide the day-to-day supervision of state employees performing evaluation, development, administration and/or implementation of a state public program(s) whereas the SPAM class operates at a managerial level dealing less with direct supervision and focusing more on policy and program direction based on a deep technical understanding of policy and program issues.

OPTIONS

Unlimited classified positions in this class may have a class option.

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

Administers, directs, and coordinates the activities of a major program; develops internal policies and procedures and approves methods and procedures recommended by subordinate supervisors; reviews and evaluates the results of various programs to ensure compliance with all relevant law and program goals.

Serves as a member of the management team, participates in departmental policy committees and represents the agency at meetings with clients and other government officials.

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Manages the development of new programs and maintenance of current programs by using performance measures to meet policies, goals and objects established by the agency and coordinating with State and Federal entities to administer these programs.

Formulates, establishes and assures implementation of policies, directives, and instructions so that all areas of responsibility effectively carry out the goals and objectives of the program/department.

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

Testifies before legislative 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.

Serves as a principal advisor to the Assistant Commissioner regarding the agency's legislative planning, budget analysis, and forecasting and data management.

Leads, plans and conducts audits of the agency 's internal operations.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Fundamentals of management, leadership, and human relations principles sufficient to maintain ongoing positive relationships with subordinates, co-workers, administrative and executive officers, and non-agency personnel.

Broad and extensive knowledge of the programs administered sufficient to set the direction of the programs and provide guidance to subordinate supervisors and staff.

Business processes redesign principles sufficient to develop performance and outcomes measurements.

Public policy and administration principles and program policy development processes sufficient to design, establish and implement policies, directives, and instructions.

Qualitative and quantitative analysis using complex data and statistical analysis tools, and multiple strategic planning models sufficient to evaluate program results.

Governmental budgeting and legislative processes sufficient to consolidate multiple program activities and to propose legislative initiatives to meet current and future program needs.

Law and administrative procedures sufficient to serve as a technical expert before legislative policy committees and other public forums.

Skill in:

Human relations sufficient to build networks of colleagues throughout the public sector and to effectively persuade clients and other governmental officials by understanding complex and oftentimes, competing relationships and political agendas. Human relations skills are critical to understand, develop, persuade, motivate, collaborate with, negotiate, develop consensus and lead others.

Analysis, decision-making and problem solving sufficient to evaluate current policies, procedures and processes, and to recommend and implement appropriate solutions.

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Oral communications skills sufficient to mobilize action to achieve organizational goals, to coach and advise other program staff, and to testify before legislative committees and at other public forums.

Ability to:

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

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

Est.: 07/1997

Rev.: 11/10

TC: 07/07

Former Title(s) : State Programs Administrator
Manager