



CITY OF ALBANY PROGRAM MANAGER

Under general direction, manages, directs, coordinates, and monitors programs and related activities; performs a variety of specialized technical work; provides professional assistance and strategy guidance to staff regarding assigned project and programmatic areas; fosters cooperative working relationships with state and federal agencies, business and community groups, and the public; manages communications and public information; administers and monitors assigned grants and related projects; provides assistance to assigned the Director and participates as a responsible, proactive, and positive employee; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional supervision over designated staff.

Class Characteristics

This classification serves in a management capacity over assigned technical and specialized projects and programs. This position is responsible for the successful completion of assigned projects within the parameters of designated budget constraints, established timelines, allotted resources, and operational objectives. This position is also responsible for providing the leadership to successfully maximize operational and administrative effectiveness, resource efficiency, and positive community relations. This position requires comprehensive specialized and technical knowledge and expertise in all aspects of assigned activities and related project and program management. This position also requires a high level of initiative, sound judgment, and communication skills, as well as strong management and leadership skills.

Examples of ESSENTIAL 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.

- Manages, directs, coordinates, and monitors assigned projects and programs for the City and its partner agencies consistent with established goals, objectives, and administrative parameters; develops and implements program goals, objectives, policies, procedures, and priorities.
- Serves as project manager on assigned projects; provides supervision to staff involved in projects; prepares cost-benefit analyses and recommendations; prepares preliminary budgets and reviews; develops bidder pre-qualification guidelines; supervises the bid process and contract awards; ensures project coordination and scheduling; controls project costs; maintains cost and time accounting records; reviews and authorizes payments; conducts general inspections.
- Prepares requests for proposals; reviews and evaluates submitted proposals; interviews consultants/contractors for City contracts.
- Represents the City's needs and priorities in all aspects and phases of the assigned activities; communicates with consultants, contractors, subcontractors, staff involved in projects, representatives from other interested agencies and organizations, and the general public on a continuous and ongoing basis regarding assigned projects from the City's perspective.
- Manages the public information and communications components of assigned programs and/or projects; maintains contact and provides ongoing progress/status reports to affected citizens and the general public; conducts public meetings and presentations to elicit input from affected citizens; responds to complaints, questions, and requests for information and communicates the City's position to public inquiries; participates in troubleshooting and problem-solving activities related

to potential negative impact of assigned projects on City businesses, residences, and/or other public and private services.

- Coordinates and participate in the investigation and resolution of complaints and concerns related to assigned projects and activities; identifies and recommends solutions to issues.
- Monitors, documents, and reports on the progress of work related to assigned projects on a regular and ongoing basis to ensure that established budget, timelines, and standards of quality within contractual obligations are being met; communicates any deviations, issues, and/or concerns to the Community Development Director; provides recommendations for action.
- Conducts inspections of assigned projects to ensure compliance with approved plans, specifications, and contractual agreements; inspects work as completed and periodically; negotiates and writes change orders as appropriate; develops punch lists and follows up to ensure successful completion; accepts requests for payment and requests check disbursements.
- Coordinates the work of City staff members assigned to assist with City projects; provides direction and monitors the work assignments; communicates with appropriate supervisory/management staff to resolve personnel issues.
- Participates in the development and administration of assigned program budgets and fiscal activities; approves the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and tracks expenditures; reviews invoices and approves them for payment; implements budgetary adjustments as appropriate and necessary.
- Keeps current on Federal, State, regional, and local laws and regulations and initiates action required to bring and/or maintain compliance with regulatory policies and procedures; coordinates, monitors, and participates in the preparation of documentation and recordkeeping in compliance with Federal, State, regional, and local procedural requirements related to programs.
- Acts as a technical and knowledgeable resource for management and conducts necessary research regarding proposed and/or current projects; locates resources, conducts feasibility studies, and participates in the planning and design aspects of projects.
- Serves as liaison, acts as a resource, provides support, and coordinates assigned program activities with those of other City departments and staff as well as Federal, State, and local private and governmental agencies, community organizations, the general public, and other groups; provides technical and specialized assistance to other City staff and departments.
- Attends and participates in professional group meetings; maintains awareness of new trends and developments; incorporates new developments into programs.
- Represent the City in meetings on County and regional task forces and committees.
- Prepares professional documents and a variety of letters and formal correspondence, reports, records, contracts, and grant applications; prepares resolutions and ordinances and makes presentations to City Council and various boards, commissions, committees, and community groups on a variety of topics.
- Creates and administers innovative outreach on assigned programs in all sectors, including overseeing mandatory ordinances and tracking and reporting progress; conducts community outreach and works collaboratively with community members and other agencies.
- Researches potential grants and funding available; writes grant proposals to fund projects; monitors and administers grant activities and expenditures to ensure compliance with stated requirements and guidelines; administers existing or new grant proposals, including ensuring that all requirements for reporting or publicity are met.
- Conducts technical and specialized research and analyses, and prepares draft staff reports, special studies, resolutions and ordinances for review; makes presentations to various City boards, City Council, commissions, committees, and community groups as assigned; may provide staff support to City boards, commissions, and/or committees.
- Responds to inquiries and complaints from citizens at the counter, on the phone and in the field; researches, investigates, and makes recommendations/decisions within scope of authority regarding problems and complaints from the general public; tracks and follows through to ensure questions are answered and issues addressed.

- May serve as a liaison to City Committees or Commissions.
- May serve as the City's Public Information Officer; represents the City in contacts with the media; coordinates with City departments to develop public information materials and content for websites and social media; develops and implements a citywide communications plan.
- Performs related duties as assigned.

Knowledge of:

- Operational characteristics, services, and activities relevant to assigned program area.
- Standard organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
- Principles and practices of system development and service delivery.
- Asset management and mapping technology.
- Inspection principles and techniques.
- Principles and practices of supervision and training.
- Principles and practices of municipal budget preparation and administration; contract management, administration, and negotiation; record keeping and records management.
- Pertinent Federal, State, regional, and local laws, ordinances, codes, rules, and regulations.
- Recent developments, current literature, and sources of information related to assigned programs and service areas.
- Methods and techniques of data collection, research, and report preparation.
- Principles, issues, processes, and practices of program planning relevant to assigned area of responsibility.
- Public administration policies and procedures; structure and organization of public sector agencies.
- Principles and practices of marketing research, demographic methods, public relations, and customer service.
- Program outreach, including to small businesses and residential property owners.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Ability to:

- Perform a full range of responsible, professional level analytical, programmatic, and administrative duties in support of assigned programs and functions using independent judgment and personal initiative.
- Organize, implement, and manage programs, projects, and systems.
- Recommend and implement goals, objectives, policies, and procedures.
- Coordinate, prioritize, and integrate multiple projects in a cohesive and effective manner.
- Participate in the preparation and administration of assigned budgets.
- Understand, interpret, and apply administrative and departmental policies and procedures as well as applicable Federal, State, regional, and local laws, ordinances, codes, rules, and regulations.
- Research and interpret complex regulations and apply them in appropriate situations.
- Exercise sound judgment to determine regulatory compliance with existing laws and regulations.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Establish and maintain various data collection, recordkeeping, tracking, filing, and reporting systems.
- Conduct accurate and thorough research and prepare clear, complete, accurate, and concise analyses, reports, and recommendations.

- Successfully communicate and interact with individuals and groups at all organizational and social levels.
- Instruct, persuade, negotiate, and motivate individuals with diverse backgrounds and business and personal interests.
- Represent the City in a professional manner when working with boards, outside groups, and the general public.
- Identify and respond to sensitive community and organizational issues, concerns, and needs.
- Demonstrate tact and diplomacy with the public.
- Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing, and operating necessary equipment.
- Develop innovative policies and programs.
- Interpret, analyze, and administer contracts and grants according to designated guidelines and regulations; write and administer grant applications.
- Maintain respect for, and patience with, the local government decision-making process.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

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:

A Bachelor's degree from an accredited college or university with major course work in a related field, and five years of professional experience directly related to the area of assignment. A Master's degree is preferred.

Licenses and Certifications

Valid California Driver's License.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to inspect various sites and facilities; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone and radio. Must be able to conduct site inspections in all weather conditions. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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 strength and stamina to lift and carry up to 25 pounds.

Environmental Elements

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. On occasion, employees must have the ability and comfort to work outside in all weather conditions including inclement weather and darkness. Employees may interact with upset staff and/or public and private representatives in interpreting departmental policies and procedures.

Special Requirements:

Positions in this classification independently travel within and outside of City limits to fulfill the assigned duties and responsibilities.

Positions in this classification require a willingness and ability to work flexible hours, including to attend frequent evening hours meetings.

Positions in this classification require the availability to provide public notifications and/or respond to major emergencies on a 24/7 basis with notification by mobile communications device.