

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: Program Administration Specialist

UNION:231

SG:4

CS:N

DEPARTMENT: Planning & Community Development

FLSA:N

EEO4CODE: PR

JOB SUMMARY:

Assists Planning and Community Development Department (PCDD) supervisors and project managers to develop and deliver work programs by ensuring standards are achieved. Develops, maintains, measures and monitors quantity and quality control procedures for work programs. Programs monitored include but are not limited to project management systems, project performance benchmarking and records management. Additional responsibilities include researching questions, investigating issues, evaluating program and project components and carrying out related objectives under the direction of the Department Director and/or Assistant Director. Staffs and facilitates meetings for assigned areas of responsibility.

SUPERVISORY RELATIONSHIPS:

Reports directly to the Department Director and/or Assistant Director and receives technical direction from supervisors and other professional staff. Works under general supervision and the guidance of applicable federal, state and local statutes, regulations and contractual agreements; and, City and Department policies, procedures and ordinances. May provide technical guidance to and oversee the work of regular non-benefitted and temporary employees, interns and/or consultants.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Assists Planning and Community Development supervisors and project managers in the development and delivery of work programs through the interpretation and promotion of consistent application of regulations, procedures and policies. Implements existing and new statutory or administrative requirements for assigned programs.
2. Develops, maintains, measures and monitors both quantity and quality control procedures for work programs including but not limited to project management systems and performance benchmarking.
3. Works with project managers to identify and solve service-delivery problems and ensure timely completion of projects. Researches, investigates and evaluates program or project components and carries out related objectives under the direction of the Department Director and/or Assistant Director.
4. Confers with internal and external customers in acquiring information and coordinating assigned program activities; responds to and resolves difficult and sensitive customer inquiries and complaints.
5. Develops and maintains a records management system for personnel and other PCDD records.
6. Staffs and facilitates meetings for assigned areas of responsibility.

ADDITIONAL WORK PERFORMED:

1. Provides daily direction and technical guidance to interns, extra labor, temporary employees and/or consultants.
2. Completes special projects as assigned.
3. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Principles, practices and techniques for establishing, maintaining and modifying a project management program, including regulatory responsibilities and functions.
- Principles, practices and techniques for establishing, maintaining and modifying a records management program, including regulatory responsibilities and functions.
- Research, investigation, interviewing and reporting methods, techniques and procedures.
- Federal, State and local laws, codes, rules and regulations as they relate to program areas.
- City organizational structure, functions and operations.
- Modern office procedures and methods.

Skills in:

- Interpersonal relations for establishing and maintaining effective working relationships with internal and external customers at a variety of levels.
- Proficiency in use of commonly used software applications including word processing, spreadsheet applications, relational databases and presentation programs.

Ability to:

- Adapt and be flexible.
- Communicate clearly and concisely, both orally and in writing.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physically perform the essential functions of the job, including:
 - Correctable visual acuity to read a computer screen and a typeset page;
 - Fine finger dexterity to manipulate computer keyboard and mouse.

WORKING ENVIRONMENT:

Work is performed in an office setting at a computer workstation with long periods of sitting or standing. Environment includes a normal range of noise and other distractions with frequent interruptions and low everyday risks working around standard office equipment. Frequently interacts with the public on the telephone and in person. May require attendance at occasional evening or weekend meetings or travel to professional meetings and training opportunities.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in public administration or a related field preferably including coursework in project management.

- One year of experience in developing and maintaining program and project systems required, preferably with a public sector entity preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and abilities to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Willingness and ability to attend and participate in evening and weekend meetings as needed.
- Employment contingent upon criminal convictions and local background check.

PREPARED BY: J. Thomas
A. Beatty
05/08

REVIEWED BY: _____
Tim Stewart, Director of Planning
and Community Development