Program Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
PROGRAM SPECIALIST I	1570	B17	$42,976 - $64,469
PROGRAM SPECIALIST II	1571	B18	$45,521 - $71,055
PROGRAM SPECIALIST III	1572	B19	$48,244 - $76,028
PROGRAM SPECIALIST IV	1573	B20	$51,158 - $81,351
PROGRAM SPECIALIST V	1574	B21	$54,278 - $87,046
PROGRAM SPECIALIST VI	1575	B23	$61,184 - $99,658
PROGRAM SPECIALIST VII	1576	B25	$69,572 - $114,099

GENERAL DESCRIPTION

Performs consultative services and technical assistance work involving planning, developing, and implementing an agency program and providing consultative services and technical assistance to program staff, government agencies, community organizations, or the general public.

DISTINGUISHING CHARACTERISTICS

The Program Specialist job classification series should only be used if there is no occupationally specific job classification available within the State's Position Classification Plan that would be a good fit for the majority of work being performed. Employees in this series should not have supervisory responsibilities; however, senior levels may train, lead, assign, and/or prioritize the work of others, which may include serving in a lead capacity. The Program Supervisor job classification series was designed to address employees performing work similar to the Program Specialist job classification series, but who have the additional responsibility of supervising employees working in an agency program or multiple programs.

EXAMPLES OF WORK PERFORMED

Performs a variety of technical, training, research, planning, policy, program assessment, and administrative activities related to assigned program(s).

Provides support to and collaborates in the planning, development, implementation, analysis, and documentation of an agency program.

Serves as a liaison to staff, government agencies, community organizations, or the general public to assist in explaining program specifics and requirements.

Markets program(s) to community and professional groups to encourage and/or improve interest in the program(s).

Monitors and reviews compliance with requirements, laws, regulations, policies, and procedures for assigned program.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level VII may also perform work listed within the previous levels.

***Note**: Factors that may distinguish between journey levels (levels I – III) include the degree of independence in performing the work; the complexity of the work; the scope of responsibility; and the employee's related work experience, education, and certifications. Other factors may include the type, scope, nature, complexity, sensitivity, and/or impact of the assigned program. Employees at the journey levels may independently perform the full range of work identified within current or previous levels and may assist others in performing work of greater complexity.*

PROGRAM SPECIALIST I: Performs routine (journey-level) consultative services and technical assistance work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard.

PROGRAM SPECIALIST II: Performs moderately complex (journey-level) consultative services and technical assistance work. Works under general supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may:

- Perform comprehensive reviews of literature, statutes, rules, and/or policies; and prepare administrative reports, studies, and specialized research projects.
- Study and analyze operations and problems, prepare reports of findings and recommendations, and prepare justifications for the implementation of procedural or policy changes.

PROGRAM SPECIALIST III: Performs complex (journey-level) consultative services and technical assistance work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Evaluate compliance with program policies and procedures, statutes, and rules for assigned program.
- Collect, organize, analyze, and/or prepare materials in response to requests for program information and reports.
- Review and evaluate information on service delivery system methods, outputs, and activities to identify gaps in resources and recommend improvements.

Note: *Senior-level employees (levels IV-VII) may serve in a lead role; however, lead responsibilities within this job classification series will typically be found at levels V, VI, or VII, depending on the structure and size of the workgroup.*

Senior-level employees may perform the full range of work identified in the preceding levels. Factors that may distinguish between senior levels include the scope of responsibility, oversight, and authority; the complexity of the work performed; the type, scope, nature, impact, or sensitivity of the assigned program; and the employee's related work experience, education, and certifications.

PROGRAM SPECIALIST IV: Performs highly complex (senior-level) consultative services and technical assistance work. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Provide advice and counsel by developing, interpreting, and/or revising policies, procedures, rules, regulations, and standards related to the program.
- Monitor required performance reports and recommends appropriate changes.
- Collaborate with program staff in determining trends and implement improvements to resolve technical problems.
- Evaluate research findings relative to specific projects being developed.
- Review program area functions and operations, identify areas needing change, and develop plans to improve programs or to address areas of concern.
- Conduct training and provide guidance to staff in the development and integration of new or revised methods and procedures.
- Recommend and coordinate activities to produce a more effective program.

PROGRAM SPECIALIST V: Performs advanced (senior-level) consultative services and technical assistance work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Consult with public and private agencies involved in the programs to resolve problems, identify training needs, and discuss program effectiveness.
- Analyze performance data to help ensure compliance with program policies and procedures, statutes, and rules; and recommend corrective action(s) as needed.
- Analyze legislation to develop recommendations for policy in programmatic issues relating to the implementation, improvement, and/or expansion or reduction of program funding.
- Analyze the application of and variations within programs to develop action plans for improving or initiating new programs.
- Develop program policies, procedures, standards, and manuals in accordance with program objectives and goals.

PROGRAM SPECIALIST VI: Performs highly advanced (senior-level) consultative services and technical assistance work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Plan and prioritize a variety of technical, training, research, planning, policy, program assessment, and administrative activities for assigned program(s), including overseeing the delivery of services; and create efficiencies where opportunities occur.
- Complete and monitor required administrative and performance reports, studies, and specialized projects; and recommend appropriate changes to programs.

- Speak to community and professional groups to coordinate, improve, and stimulate interest in the program(s) and to secure support for program(s).
- Identify the need for new programs and provide guidance to staff in the development and integration of new methods and procedures.
- Identify and prioritize business needs, ensuring alignment with agency goals.
- Develop and implement effective techniques for evaluating agency programs.

PROGRAM SPECIALIST VII: Performs highly advanced (senior-level) consultative services and technical assistance work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may be considered technical experts in the field and may:

- Lead the implementation and ongoing management of complex program initiatives.
- Coordinate and implement risk and compliance activities.
- Respond to legislative and external inquiries and requests.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of local, state, and federal laws related to the program area; public administration techniques; training and marketing techniques; and program management processes and techniques.

- Skill in identifying measures or indicators of program performance and in the use of a computer and applicable software.

- Ability to gather, assemble, correlate, and analyze facts; to devise solutions to problems; to market programs; to prepare reports; to develop, evaluate, and interpret policies and procedures; and to communicate effectively.

Additional for Program Specialist II – VII levels

- Knowledge of management techniques; statistical analysis processes; budget processes; and research techniques.

- Ability to provide guidance to others.

Additional for Program Specialist V – VII levels

- Ability to serve as a lead worker providing direction to others.

REGISTRATION, CERTIFICATION, OR LICENSURE

May require registration, certification, or licensure in a specialty area.