Program Supervisor

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
PROGRAM SUPERVISOR I	1581	B18	$45,521 - $71,055
PROGRAM SUPERVISOR II	1582	B19	$48,244 - $76,028
PROGRAM SUPERVISOR III	1583	B20	$51,158 - $81,351
PROGRAM SUPERVISOR IV	1584	B21	$54,278 - $87,046
PROGRAM SUPERVISOR V	1586	B23	$61,184 - $99,658
PROGRAM SUPERVISOR VI	1588	B25	$69,572 - $114,099
PROGRAM SUPERVISOR VII	1589	B26	$76,530 - $129,430

GENERAL DESCRIPTION

Performs administrative and supervisory program work, including establishing program goals and objectives; developing program guidelines, procedures, and policies; developing schedules, priorities, and standards for achieving program goals; and evaluating program activities. Supervises the work of others.

DISTINGUISHING CHARACTERISTICS

The Program Supervisor job classification series is intended for those employees who are typically considered first-line supervisors and assume responsibility for, and participate in, the daily work of an assigned agency program.

EXAMPLES OF WORK PERFORMED

Supervises the work of assigned program staff and provides training and technical assistance in the program area.

Prepares and reviews reports on the effectiveness of program activities.

Confers with staff on program issues and problems to identify and implement solutions.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Note: *Distinctions between levels may be based on factors including the size, type and structure of the supervised workgroup; risk, complexity, impact, and scope of the supervised program; whether the supervised daily operations encompass more than one program; the scope of responsibility, oversight, and authority; hierarchy, reporting relationships, and placement within the organization; the size or functions of the agency; and scope of the agency's financial allocation.*

Differences in duties and authority between levels may also be influenced by the employing agency, specific job requirements, and whether the employee holds additional credentials, such as specialized certifications. Additionally, external labor market factors for certain occupations may also impact the appropriate level within the series.

PROGRAM SUPERVISOR I: Performs routine (journey-level) administrative and supervisory program work. Work involves assisting in establishing program goals and objectives; assisting in developing program guidelines, procedures, and policies; assisting in developing schedules, priorities, and standards for achieving program goals; and assisting in evaluating program activities. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment.

PROGRAM SUPERVISOR II: Performs moderately complex (journey-level) administrative and supervisory program work. Works under general supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may:

- Plan, implement, coordinate, monitor, and evaluate programs.
- Develop program guidelines, procedures, and policies; and monitor compliance with policies and procedures.
- Conduct special investigations, program analyses, and research studies.
- Prepare training and operational manuals and educational and marketing materials.
- Prepare program budget requests.

PROGRAM SUPERVISOR III: Performs complex (journey-level) administrative and supervisory program work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Recommend improvements.
- Prepare and conduct seminars and presentations about assigned program area(s) for citizens, clients, staff, management, or elected officials.

PROGRAM SUPERVISOR IV: Performs complex (journey-level) administrative and supervisory program work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate and/or participate in the development of program goals and objectives.

PROGRAM SUPERVISOR V: Performs highly complex (senior-level) administrative and supervisory program work. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may oversee a larger program area of a medium-sized agency and may:

- Oversee and/or prepare program management and productivity reports and studies.
- Provide guidance to employees in handling difficult or complex problems in assigned program area.

PROGRAM SUPERVISOR VI: Performs advanced (senior-level) administrative and supervisory program work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may oversee a larger program area of a medium- to large-sized agency and may:

- Develop and implement techniques for evaluating programs.

- Develop and approve schedules, priorities, and standards for achieving goals.
- Provide consultative services and high-level technical assistance.

PROGRAM SUPERVISOR VII: Performs highly advanced (senior-level) administrative and supervisory program work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may oversee a larger program area of a highly complex agency and may:

- Oversee and participate in the development of assigned activities and operations of a major program area(s); and identify opportunities to strengthen services and programs.
- Participate in the development and implementation of new major programs and initiatives.
- Write, review, and edit reports related to program area, and provide management with current information pertaining to program operations.
- Lead or participate on special projects, task forces, and committees.
- Advise on interpretation, application, and modification of policies and procedures related to the program.
- Work with and speak to community and professional groups to coordinate, improve, and stimulate interest in the program(s) and to secure support for program(s).
- Work with senior management in the development and implementation of new policies and procedures related to a program area.

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 and management techniques; statistical analysis processes; budget processes; research techniques; training and marketing techniques; and program management processes and techniques.

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

- Ability to gather, assemble, correlate, and analyze facts; to establish goals and objectives; to devise solutions to administrative problems; to develop, evaluate, and interpret administrative policies and procedures; and to supervise the work of others.

REGISTRATION, CERTIFICATION, OR LICENSURE

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