Program Management Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
PROGRAM MANAGEMENT SPECIALIST I	1670	B25	$69,572 - $114,099
PROGRAM MANAGEMENT SPECIALIST II	1671	B26	$76,530 - $129,430
PROGRAM MANAGEMENT SPECIALIST III	1672	B27	$84,182 - $142,374
PROGRAM MANAGEMENT SPECIALIST IV	1673	B28	$92,600 - $156,612

GENERAL DESCRIPTION

Performs program management specialist work involving creating, developing, coordinating, implementing, and monitoring and overseeing agency programs; planning resources; monitoring budgets; program performance; and providing consultative services and programmatic assistance to management, other state agencies, and other stakeholders.

DISTINGUISHING CHARACTERISTICS

The Program Management Specialist job classification series is intended for employees who manage a program or multiple programs within an agency. This may involve overseeing multiple interconnected projects that relate to achieving program goals.

Unlike employees classified as Program Supervisors, employees within the Program Management Specialist job classification series are not required to supervise employees in an official capacity, although they may coordinate the work of others. Although there are similarities between Program Management Specialists and Project Managers, Project Managers are responsible for the daily management of projects from start to finish, while the Program Management Specialist will work with ongoing agency or statewide programs that may include multiple projects.

The intent of this series and the Portfolio Project Manager series is to provide oversight within a Project/Program Management Office (PMO) or similarly structured area whose main objective is to set standards and governance for work and processes within an agency. Within this framework, Project Managers lead and execute projects, while the Project Management Specialist job classification series is designed to provide support to a PMO.

EXAMPLES OF WORK PERFORMED

Manages a program throughout its life cycle by defining goals, objectives, and controls.

Manages program planning, including the development, implementation, monitoring, and documentation of policies and processes for specific programs involving departmental or cross-functional teams focused on the delivery of new or existing programs, operations, or service offerings.

Manages communications with internal and external stakeholders, including vendors, contractors, other agencies, internal divisions/departments, senior management, and the general public to ensure alignment with program updates, changes, and risks and to support performance goals, contract compliance, customer satisfaction, and quality service delivery.

Identifies program requirements and establishes methodology to measure the effectiveness of agency initiatives; identifies program gaps and proposes improvements or enhancements.

Ensures that program decisions are made in accordance with program requirements; other applicable rules, policies, and procedures; and the agency's strategic objectives.

Coordinates with internal divisions and departments to achieve complex cross-functional program and business outcomes consisting of multiple work streams.

Develops in-depth technical and non-technical knowledge of programs to mitigate problems.

Recommends, develops, and manages the development of program standards and tools.

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 IV may also perform work listed within the previous levels.

***Note**: Factors that may distinguish between journey levels 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. 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.*

Other factors may include the quantity and complexity of programs managed, as well as the size and structure of the program workgroup.

PROGRAM MANAGEMENT SPECIALIST I: Performs moderately complex (journey-level) program management specialist 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 MANAGEMENT SPECIALIST II: Performs complex (journey-level) program management specialist work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than those at the previous level, may routinely assist other staff in performing work of greater complexity, and may identify, assess, and propose potential program improvements. Employees at this level may:

- Develop and implement techniques for evaluating program activities.
- Manage budget, funding, grants, and expenditures, and monitor strategic use of funds to meet program goals.

Note*: A senior-level employee (levels III-IV) may serve in a lead or supervisory role; however, supervisory responsibilities within this job classification series will typically be found at level IV. Senior-level employees may perform the full range of work identified in the preceding levels and may coordinate, evaluate, or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility, oversight, and authority; the size and complexity of the program being managed; and the employee's related experience, education, and certifications.*

Program Management Specialists at the senior levels (III and IV) are typically responsible for managing a large, statewide program, overseeing large budgets, overseeing highly specialized employees, and/or overseeing the daily operations of more than one program. 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 may also impact the appropriate level within the series.

PROGRAM MANAGEMENT SPECIALIST III: Performs highly complex (senior-level) program management specialist work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may provide advice and recommendations to maximize program outcomes and to address gaps and may:

- Provide strategic direction for the programs.

PROGRAM MANAGEMENT SPECIALIST IV: Performs advanced (senior-level) program management specialist work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may fully perform highly complex program management work and may:

- Identify opportunities to enhance program activities.
- Ensure that program management team continues to learn new technologies to enhance program knowledge and skill sets.
- Address compliance challenges and implement changes to address concerns.
- Represent the agency at business meetings, conferences, and seminars or on boards, panels, and committees.

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 project/program management theories and practices; project/program costing, estimating, and scheduling; systems and procedures used to evaluate project/program performance; and local, state, and federal laws and regulations relevant to the administration of the project/program undertaken.

- Skill in project/program management, scheduling, resource allocation, and budgeting; and in the use of a computer and applicable software.

- Ability to provide leadership and motivate others, to monitor project/program status, to prepare and/or analyze project cost estimates, to exercise sound judgment in making critical decisions, to analyze project/program-related information and develop plans to address identified issues and risk, to prepare reports and charts, to communicate effectively orally and in writing, and to oversee the work of others.

Additional for Program Management Specialist III and IV

- Knowledge of change management practices and techniques.

- Ability to identify innovative ways to solve problems and to supervise the work of others.

REGISTRATION, CERTIFICATION, OR LICENSURE

May require certification as an Associate in Project Management (CAPM), a Project Management Professional (PMP), or a Program Management Professional (PgMP).