



# 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 overseeing agency programs; planning resources; monitoring budgets; 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. Factors that may distinguish between the levels include the number and complexity of programs managed, the sizes and types of program teams, and the employee's education, experience, and certifications. The Program Management Specialist senior levels (III and IV) typically are responsible for managing a large, statewide program, overseeing large budgets, managing highly specialized employees, and/or overseeing the daily operations of more than one program.

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, the Project Management Specialist series, and the Portfolio Project Manager series is to provide support within a Project/Program Management Office or similarly structured area whose main objective is to set standards and governance for work and processes within an agency.

## EXAMPLES OF WORK PERFORMED

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

Manages program planning, including the development, implementation, and documentation of 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 stakeholders to ensure that they are appropriately informed of and aligned with program updates, changes, and risk.

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, and/or works directly with external stakeholders to launch high visibility partnerships and programs.

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

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

Facilitates and maintains relationships between internal and external stakeholders, vendors, internal divisions/departments and senior management to achieve performance goals, contract compliance, customer satisfaction, and quality service delivery.

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 and the complexity of the work and may include the years of related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work listed in the examples or may assist others in that work.*

**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.

**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 normally be found at level IV.

A senior-level employee 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 and oversight, the size and complexity of the program being managed, and the employee's related experience, education, and certifications.

**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.

**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 offerings.
- 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.

## **GENERAL QUALIFICATION GUIDELINES**

### **EXPERIENCE AND EDUCATION**

Experience in program management in relevant areas of assignment. Graduation from an accredited four-year college or university with major coursework in a field relevant to assignment is generally preferred. Experience and education may be substituted for one another.

### **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 - IV levels**

- 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 a Certified Associate in Project Management (CAPM), a Project Management Professional (PMP), or a Program Management Professional (PgMP).