

City of South San Francisco
Human Resources Department

Program Manager
Class Description

Definition

Under administrative direction plans and directs the work of an assigned Division within the Public Works Department or Parks and Recreation Department; coordinates assigned Division responsibilities with other divisions and departments; develops and implements effective programs; performs a wide variety of complex professional duties; and performs related work as required.

Distinguishing Characteristics

The management classification reports to a Department Director and is responsible for managing, supervising, developing, maintaining, directing and coordinating the activities of the assigned division. This class is distinguished from the next lower-level classification in that it has primary responsibility for managing the division while the next classification supervises the day-to-day operations. Work is accomplished within a broad framework of policies and procedures and within regulations that govern services provided.

Typical and Important Duties

All Assignments:

1. Develops and implements division goals, objectives, policies and procedures.
2. Directs, oversees and participates in the development of the assigned Division work plan; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
3. Prepares and administers assigned Division budget; assists in budget implementation; participates in the forecast of additional funds needed for staffing, equipment, materials, supplies and services; administers approved budget.
4. Participates in the long-range and/or strategic planning efforts of the Department; represents the needs and interest of the assigned Division and its integration with the Department.
5. Conducts a variety of analytical and operational studies regarding divisional activities; evaluates alternatives, makes recommendations; implements procedural, administrative, and/or operational changes; identifies and resolves problems and potential problems taking appropriate action to remedy situations.
6. Develops and administers contracts for various services.
7. Manages the issuing of requisitions for the purchase of supplies, equipment, and services.
8. Assists the Public Works Director or Director of Parks and Recreation in evaluating cost-effective methods of service delivery within the Department.
9. Maintains highest standards of customer service.
10. Provides input on policy matters.

11. Receives and responds to inquiries, requests for assistance and complaints from clients, customers and the general public; investigates complaints and recommends corrective action as necessary to resolve complaints.
12. Represents the Division and Department to outside agencies, organizations and/or regulatory bodies; participates in outside community and professional groups and committees; provides technical assistance as necessary.
13. Performs general administrative work as necessary, including preparing reports and correspondence, reviewing correspondence, copying and filing documents, entering computer data and preparing spreadsheets, etc.
14. Writes staff reports for City Council and/or Commissions; may serve as staff liaison to one or more Commissions, and attend evening meetings;
15. May serve in the absence of the Director, as assigned.
16. Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
17. Performs related duties and responsibilities as assigned.

When Assigned to Public Works or Park Maintenance:

18. Depending on the area assigned, establishes work priorities and programs in the areas of sewer maintenance, drainage/storm maintenance, street/asphalt maintenance, sidewalk/curb maintenance, traffic marking maintenance, signal maintenance, lighting maintenance, street cleaning, city garage operations, park maintenance and facility/building maintenance.
19. Periodically inspects work for completion and compliance with standards, goals, and objectives.
20. Reviews changes in laws, regulations, and guidelines for their effect upon divisional activities; evaluates the effect of such changes, and recommends and implements changes to policies and procedures as required for compliance; may be required to testify as necessary.
21. Develops record maintenance systems, procedures, and training necessary for maintaining effective liaison with other City departments.
22. Establishes and maintains a variety of paper and electronic records.
23. May perform the work of the unit under unusual or emergency circumstances.

When Assigned to Recreation:

24. Plans, organizes, supervises, evaluates, and administers comprehensive recreation and community services programs, in addition to oversight of programs supervised by program supervisors.
25. Serves as liaison with individuals, community groups, school officials, and others to ensure that facilities, programs, and activities are meeting the changing needs of the community.
26. Reviews and evaluates programs, program content, and service techniques.
27. Recommends changes in program staffing, objectives, policies, and procedures to ensure maximum effectiveness and efficiency.
28. Supervises and participates in the design, preparation, and distribution of publicity including press releases, brochures, pamphlets, flyers, and printed schedules.
29. Researches and prepares studies, reports, and memorandum on related subjects.
30. Assists in the preparation and administration of applicable federal, state, and county special project grants.

31. Researches and submits additional funding proposals for specialized programs.

Job-related Qualifications

Knowledge of:

All Assignments:

- Principles of management, supervision, training and employee development.
- Principles and practices of leadership, project management, motivation, team building and conflict resolution.
- Techniques for dealing with City staff, representatives of other agencies, organizations, and the public, and resolving problems tactfully and effectively.
- Standard office practices and procedures, including integrated municipal and personal computer systems and their associated applications.
- Principles and practices of public administration and human resources as applied to function, including basic employee-relations concepts.
- Principles of management, supervision, training, and employee development.
- Principles and practices of project management, administrative analysis, report preparation.
- Principles and practices of budget development and administration.
- Program and project management, including accepted procedures for monitoring expenditures, program status and contractor performance.
- Basic arithmetic, algebra and geometry, and statistical analysis, as appropriate for the program to which assigned.
- Strong analytical and writing skills.

When Assigned to Public Works or Park Maintenance:

- Principles, methods, and practices of managing a municipal public works infrastructure.
- Principles, methods, materials and equipment used in the maintenance of City facilities, parks, and recreational facilities; characteristics of various plant life, trees, turf, irrigation, and contracts.
- Principles, methods, and practices relating to the efficient operation of a building maintenance program; techniques, methods, services, tools, and materials of building construction, maintenance, and operation.
- Tools, techniques, equipment, and practices used in general public works infrastructure.
- Applicable federal, state, and local laws, regulations, and reporting requirements, including OSHA and other safety-related regulations.
- Computer applications related to areas of assignment, including word processing, spreadsheet, presentation, database applications, GIS, and other specialized CMMS software.
- Basic construction skills and techniques.
- Principles of water and energy conservation and strategies for sustainability.

When Assigned to Recreation:

- Recreation, cultural, human services, and social needs of the community.
- Modern theories, techniques, and methods for planning and implementing a variety of recreation and human services programs through community participation.

- Design elements and concepts for developing and maintaining related facilities.
- Safety and first aid methods.

Ability to:

All Assignments:

- Organize and implement assigned Division activities.
- Develop and implement improvements to systems, organization, and operations with the division.
- Acquire a thorough knowledge of Department policies and a working knowledge of applicable City policies.
- Represent the City and the department effectively in contacts with representatives of other agencies, City departments, public officials, and the public.
- Interpret and explain applicable City and departmental policies and procedures.
- Supervise, train, and evaluate staff.
- Develop, present, and administer the departmental budget as well as an assigned division.
- Analyze, interpret, apply, and explain City and departmental policies, procedures, and regulations.
- Prepare complex reports and analyses; prepare clear, concise, and complete written reports.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use initiative and independent judgment with established policy and procedural guidelines.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Establish and maintain cooperative relationships with those contacted in the course of the work, such as with employees, labor unions, officials, contractors, and the public.
- Take a proactive approach to customer service issues.
- Work in a safe manner, modeling correct City safety practices and procedures; coach others and enforce adherence to safety police and procedures; identify and correct safety hazards.
- Maintain confidentiality regarding sensitive information.
- Provide appropriate advice and assistance on problems to obtain effective results.
- Keep accurate records.
- Prepare complex reports and analyses; prepare clear, concise, and complete written reports.
- Review organizational and administrative problems and recommend and implement an effective course of action.
- Use initiative and independent judgment with established policy and procedural guidelines.
- Make process improvement changes to streamline procedures; develop and implement procedures and systems.
- Effectively oversee and coordinate a variety of programs and projects.
- Exercise a high degree of interpersonal skills in dealing with a variety of managers and support staff.

When Assigned to Public Works or Park Maintenance:

- Read and interpret construction plans, specifications, and related documents; estimate labor and material costs for projects.
- Troubleshoot problems and determine materials and supplies required for maintenance,

repair, and other projects.

- Read, interpret, and accurately apply a variety of federal, state, and local rules and regulations.

When Assigned to Recreation:

- Design, develop, and implement programs suited to the needs of the community.

Skill in:

All Assignments:

- Driving a variety of vehicles safely.
- Using a personal computer and associated applications.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Depending on assignment, five years of progressively responsible experience as a supervisor, superintendent, or other management/administrative capacity in general municipal maintenance activities or experience in one or more of the following areas: the construction, maintenance, inspection of public works, landscape architecture; custodial/building maintenance, parks and general grounds maintenance, or the delivery of recreation, leisure, or human services, including providing direct supervision to others. Experience providing significant involvement in operations of a public works, parks and facilities maintenance or similar department is highly desirable.

Training:

A bachelor's degree from an accredited college or university with major coursework in recreation, education, public administration, business administration or a related field.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, an appropriate, valid California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to make public presentations; lift and carry 25 pound boxes and materials.

Work Environment:

Mobility to work in a typical office and/or field setting; exposure to cold, heat, noise, outdoors, inclement weather, dust, dirt, vibration, chemicals, traffic, traffic hazards, confining workspace, mechanical hazards, electrical hazards, and explosive hazards.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; work protracted and irregular hours and evening meetings or off-shift work for meeting attendance or participation in specific projects or programs; available for evening meetings.

Additional Information:

- Approved: November 2011
- Revised Date: July 2013, June 2016
- Former Titles:
- Abolished: Superintendent of Public Works, Public Works Supervisor/Electrical; Public Works Program Manager, Maintenance Program Manager
- Bargaining Unit: Mid Management
- DOT: No
- Status: Classified/Exempt
- Job Code M750