

## Classification description

**Title:** Program Analyst Series

**Job Code:** 1220, 1230, 1240, 1242

**Pay Range:** 535, 537, 538, 539

**FLSA Status:** Program Technician, Specialist - Non-Exempt

*Program Analyst, Exempt-Administrative*

*Sr. Program Analyst –Exempt, Administrative or*

*Executive/Supervisory*

**Employee Group:** Non-Represented

**Established:**

**Revised:** 9/03, 10/08, 4/14, 9/18

**EEO Category:** Paraprofessional and Professionals or Officials and Administrators

### DESCRIPTION

Jobs assigned to this series perform a variety of professional administrative and analytical duties in such areas as accounting, budgeting, contracts, human resources, safety or risk management. Assignments at a senior level may include supervision of other positions.

### DISTINGUISHING FEATURES

This series classification includes Program Technician, Program Specialist, Program Analyst and Senior Program Analyst. Increasing levels of assignment complexity, difficulty and accountability characterize the different levels in this series.

**Program Technician** is assigned to responsibilities that require independence of action and previous work experience in the area of specialization. Assistance with policy or program formulation and evaluation, responsibility for coordination of a specialty area, and/or lead responsibility for lower level professionals of support positions are typical assignments.

**Program Specialist** incumbents are assigned responsibilities that require specific, in-depth expertise in the area of assigned responsibility. Jobs in this classification are specialists in a program or functional area. Assignments usually include primary responsibility for formulation, coordination and evaluation of a specific policy area or program, and may include lead responsibility for lower level professional or support positions.

**Program Analyst** incumbents have advanced knowledge and skills in their area of responsibility. Program or process strategy recommendations and responsibility for attainment of related objectives are typical assignments. Lead responsibility for other professional or support positions may also be assigned.

**Senior Program Analyst** This is the highest level in the Program Analyst Series. Incumbents have expert knowledge in their specialized or technical area of responsibility. Supervision of other professionals or support positions may be part of the Program Analyst V's duties. High level of accountability for program strategy, performance, and impact to the organization exists.

### DUTIES AND RESPONSIBILITIES

#### Program Technician

1. Performs technical support, procedural tasks and project assistance in assigned area.

2. Maintains information databases and produces summary, comparison and analytical reports as requested.
3. Using specified guidelines, provides technical and informational assistance in assigned area.
4. Develops and produces procedure manuals in assigned area.
5. Performs research and analysis and prepares reports of findings for use by management in assigned area.
6. Monitors programs and procedures that ensure compliance with laws, rules, regulations, policies and procedures.
7. Creates and maintains primary agency records and reports of performance and compliance.
8. Performs special projects in area of expertise, preparing forecasts and reports for use by committees and executive management.

### **Program Specialist**

In addition to the duties performed by a Program Technician, the Program Specialist:

1. Performs program administration and analysis of a significant staff responsibility for Metro, including policy and procedure formulation and recommendation, day-to-day management of program responsibilities, and database and records management for assigned area.
2. Provides organizational support in area of expertise for committees and executive management including budget development, needs assessment, research, analysis, materials and report formulation, troubleshooting, projections, and policy recommendations.
3. Maintains current knowledge in area of expertise and reports legal and regulatory changes and market trends to management, as appropriate.
4. Liaise between Metro administrative and technical staff, committees, clients, contractors and consultants including development and coordination of projects, studies, grants and purchases and ensures procedural and substantive compliance with contracts, budgets, laws, regulations and codes.

### **Program Analyst**

In addition to the duties performed by a Program Specialist, the Program Analyst:

1. Applies advanced knowledge in area of assigned responsibility including recommendation of program strategy, design and policies, and performance of complex research, analysis, evaluation, reporting and administrative duties.
2. Develops, coordinates and updates short- and long-term project and program forecasts and performance plans including complex financial, operational and policy analyses, project calendars and management parameters, and evaluation of alternatives and potential changes.

3. Maintains advanced knowledge in area of responsibility including legal, regulatory and market trends and uses knowledge on a continuing basis in the performance of assigned responsibilities.
4. Provides committees and executive management with support and administration including budget development, policy and strategy formulation, primary assistance with contract preparation, negotiation and management, and expert assistance in related matters.

### ***Senior Program Analyst***

In addition to the duties performed by a Program Analyst, the Senior Program Analyst:

1. Applies expert knowledge in specialized or technical area of responsibility including formulation of program strategy in areas such as budget, finance and Information Systems.
2. Responsibility and accountability for program performance and aligning program strategy to meet organization needs.
3. Maintains current and expert knowledge in specialized or technical area of responsibility.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
  - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
  - Encourage and appreciate diversity in people and ideas - seek to understand the perspectives of others
  - Provide excellent customer service - assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
  - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
  - Demonstrate sustainable practices in applicable field and generally for resource use and protection
  - Work assigned schedule (if applicable); exhibit regular and predictable attendance
  - Practice safe work habits
  - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

## **JOB SPECIFICATIONS**

### **Education/Licensing and Work Experience**

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### **Program Technician**

- Bachelor's degree in a field closely related to assigned responsibilities or professional certification related to the job's duties and
- Two years of relevant experience or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

### **Program Specialist**

- Bachelor's degree in a field closely related to assigned responsibilities or professional certification related to the job's duties and
- Three years of directly related professional experience or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

### **Program Analyst**

- Bachelor's degree in a field related to assigned responsibilities or professional certification related to the job's duties and
- Five years of directly related and progressively responsible experience or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

### **Senior Program Analyst**

- Bachelor's degree in a field related to assigned responsibilities and, either, a related advanced degree or professional certification and
- Six years of directly related and progressively responsible experience or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

### **Knowledge, Skills and Abilities:**

- Business and public administration principles and practices with emphasis on the legislation, laws, regulations, policies, and contract and accounting methods applicable to assigned responsibilities sufficient to determine how to resolve a business issue choosing from among several alternative solutions
- Communicate effectively by written, spoken and electronic means
- Effectively use business computer software
- Organize and conduct research, projects, and business activities
- Prepare and present business and research information in an efficient and effective manner
- Work independently and as part of a team
- Use discretion with confidential and sensitive matters

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- Provide excellent customer service by meeting the needs of and interacting with employees, volunteers, vendors, the public, and others encountered during the course of work in a courteous and professional manner
  - Establish and maintain cooperative working relationships with employees, volunteers, vendors, and others encountered during the course of work
  - Communicate effectively in English
  - Depending on the level, mental activities required by jobs in this series include occasional to frequent decision making, discretion, problem analysis and independent judgment. There is frequent use of interpersonal skills, teamwork, creativity and customer service skills. To varying degrees, negotiation skills, presentation, training and supervising skills are used. Advanced math and programming are used in certain program areas. Understanding of and the ability to read, speak and write the English language is required.
  - Perform all position essential duties and responsibilities
  - Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
  - Work in a safe manner and follow safety policies, practices and procedures
  - Successfully pass the background check and screening requirements required for the position

### **SUPERVISION RECEIVED**

Supervision is received from a supervisor, manager or director

### **RELATIONSHIPS/CONTACTS**

Inside the organization, coordinates assigned responsibilities and efforts with other employees and elected officials at all levels to ensure optimal results for Metro and its regional partners. Outside the organization, provides information and answers inquiries from the general public and special interest groups and associations, and provides interface and coordination of projects and services with vendors, builders and developers, and with other public agencies.

### **TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING**

All standard office equipment; computer software including MS based programs.

### **WORK ENVIRONMENT**

Work is performed primarily in an indoor office environment. Employees in this series may need to work in difficult situations with others and can be exposed to toxic chemicals or materials normally found in an office setting. Travel, evening meetings and extensive overtime may be required.

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*The classification description indicates the general nature and level of work of positions grouped*

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*within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*