



Title: Program Director

Job Code: 1702

Pay Range: 543

FLSA Status: Exempt – Executive/Supervisory

Employee Group: Non-Represented

Established:

Revised: Sept, 2003, Oct. 2008, Apr. 2014

EEO Category: Officials and Administrators

CLASSIFICATION DESCRIPTION

Jobs assigned to this classification have responsibility for planning, organizing and directing major programs, projects and functions of a department. Assignments typically involve major projects and/or portions of a Metro Department including planning, project implementation, operations, financial and staff management. The Program Director exercises executive authority within an assigned project or program area.

DISTINGUISHING FEATURES

This is a single classification and not part of a classification series.

DUTIES AND RESPONSIBILITIES

1. Plans, organizes and directs specified services and/or functions of a department. Establishes, implements and monitors policies and procedures for the effective, efficient operation of assigned areas.
2. Prepares documents, interprets department rules and directives, reviews all contracts and resolves contract disputes. Ensures compliance with Metro code and relevant laws.
3. Responds to various department operational problems and determines appropriate action or resolutions.
4. Directs and coordinates the preparation of budget for assigned areas; monitors expenditures and makes adjustments as appropriate.
5. Provides full supervision over supervisory, professional and technical positions with primary responsibility for hiring, promoting, transferring, assigning, evaluating performance, initiating salary action, handling grievances, disciplining, and discharging employees.
6. Assists in short- and long-range planning of the department; manages special projects or studies to meet the overall direction and objectives of the department.
7. Plans, organizes and directs a larger, significant or major division or portion of a Department.
8. Consults with elected officials and senior management on issues; establishes strategic direction, and guides processes for critical functions/programs for a department.
9. Develops and implements the budget for assigned areas of responsibility; oversees controls to ensure expenditures are in legal compliance and within limits authorized through the budget.
10. Evaluates internal departmental systems to ensure maximum efficiency and effectiveness. Develops and establishes department policies and code revisions.

11. Develops partnering relationships with external entities in support of Metro programs; meets with high level, internal and external, public and private officials to represent programs and secure funding.

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:

- Bachelor's degree in the assigned program area or a related field and
- Seven to ten years' specialized experience or operational management in area of responsibility 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:

- Principles and practices, and the legal requirements, regulations, and laws applicable to area of assigned responsibility
- Fiscal management, including budget preparation and expenditure control
- Management theory and the principles and practices of supervision
- Major business and specialized computer software programs
- Strong leadership skills with the ability to build consensus among diverse groups
- Plan, organize and oversee assigned departments and projects

- Analyze and evaluate operations and develop and implement corrective action
- Communicate successfully with elected officials, the media, the public, and various interest groups regarding sensitive and/or complex issues
- Continuous use of discretion, decision making, negotiation and mentoring
- Interpersonal skills, customer service, and teamwork
- Training and supervision
- Presentations and teaching
- Reading, writing, understanding and speaking English
- Advanced math and programming
- 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

Additional Requirements:

- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

SUPERVISION EXERCISED

RELATIONSHIPS/CONTACTS

Inside the organization, provides direction, initiates training, resolves problems, exchanges information, advises, and provides recommendations. Outside the organization, promotes agency, performs public speaking, conducts interviews, troubleshoots and resolves problems.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

All standard office equipment; computer software including MS based word-processing and spreadsheets

WORK ENVIRONMENT

Duties are primarily performed in an office environment while sitting at a desk or computer terminal. Employees in this series may encounter the hazardous chemicals, equipment and situations normally found in such an environment. Travel, extensive overtime and evening meetings may be required.

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