

Title: Program Supervisor I, II

Department: Varies

Job Code: 1360, 1370

Pay Range: KE, O

FLSA Status: Exempt – either Administrative or Executive/Supervisory

Employee Group: Non-Represented

Established:

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

EEO Category: Professionals or Officials and Administrators

CLASSIFICATION DESCRIPTION

Jobs assigned to this series are working supervisors responsible for supervising a section, facility, program, or project of a division. Positions in these classifications plan, organize, and coordinate functions and activities to support department goals and objectives. Responsibilities include defining project scope, setting schedules, planning and arranging for resources, and providing analysis and technical support.

DISTINGUISHING FEATURES

This series classification includes Program Supervisor I and II levels. The Program Supervisor I is focused on administrative or operational functions and Program Supervisor II is focused on technical and professional functions. Both positions report to a Manager, Deputy Director or Director.

DUTIES AND RESPONSIBILITIES

Program Supervisor I

1. Supervises the daily functions of a section/facility or all aspects of a project/program within a division.
2. Implements policies and procedures in accordance with Metro Code, federal and state laws and regulations.
3. Plans and arranges for project resources, goods and services; develops work plans, implements schedules, and retains consulting services as required.
4. Provides supervision or lead direction to support positions by assigning work, evaluating performance, and providing training to ensure effective delivery of services.
5. Monitors, authorizes and documents expenditures to stay within established budgetary constraints.
6. Prepares and presents periodic progress reports or staff reports to department managers, Metro committees or Council, interest groups or the general public.
7. Conducts analysis and provides technical support, including research and recommendations, for work related to area of assignment.
8. Plans, organizes and implements innovative procedures to enhance and accomplish goals and objectives.

Program Supervisor II

In addition to the duties performed by the Program Supervisor I, the Program Supervisor II:

1. Supervises the implementation and administration of processes, functions, systems, and activities of a complex and/or technical nature.

2. Prepares budget based on resource availability and requirements, and program goals and objectives. Monitors expenditures to stay within established budgetary constraints.
3. Develops short- and long-range plans, goals and objectives for operational effectiveness within assigned area of responsibility. Determines strategies, monitors progress and resolves issues.
4. Implements policies and procedures to ensure compliance with federal and state laws and regulations.
5. Provides supervision over technical and professional positions with primary responsibility for assigning work, evaluating performance, and training subordinates.
6. Develops reports and presents recommendations to Metro Council, department managers and other affected groups. Implements final actions of the Council.
7. Provides technical analysis and support in troubleshooting, evaluating and resolving problems within assigned area of responsibility.
8. Directs creative approaches, procedures, and quality control standards to ensure maximum efficiency and effectiveness of operations.

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:

Program Supervisor I

- Bachelor's degree in the assigned program area or a related field **and** three years progressively responsible experience in the field, *OR*
- Associate's degree or equivalent related to area of assignment **and** five years 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

Program Supervisor II

- Bachelor's degree in the assigned program area and
- Four years progressively responsible experience in the field or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- *Preferred:* Project management or supervisory experience

Knowledge, Skills and Abilities:

(NOTE: Unless specifically noted, the level of the specified skills will vary based on the level the job is assigned to in this series.)

- Knowledge of principles and practices of applicable program area.
- Knowledge of principles of supervision and training.
- Knowledge of principles and practices, and the legal requirements, regulations, and laws applicable to area of assigned responsibility.
- Knowledge of computer software programs.
- Skill in interpersonal communication, customer service, and teamwork.
- Skill in reading, writing, understanding and speaking English.
- Skill in Math and programming.
- Skill in managing budget and expenditure control.
- Skill in project management; schedule, implement and evaluate tasks and activities of staff.
- Ability to analyze and evaluate operational effectiveness.
- Ability to respond to situations with logical, methodical and innovative analysis.
- Ability to communicate and coordinate multiple and complex tasks to support and professional staff.
- Ability to maintain confidentiality.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.

- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED

- Supervision is received from a manager or director

SUPERVISION EXERCISED

- Serve in a lead capacity. Lead duties typically include new employee orientation, training, direction on work procedures and performance standards, assigning and overseeing work, following up on assignments, scheduling and providing input to the supervisor regarding hiring and performance evaluation; may participate in the screening and interview process.

RELATIONSHIPS/CONTACTS

- Both inside and outside the organization, positions in these classifications provide/collect information, coordinate projects/activities and schedule, solve problems, negotiate solutions, and make presentations.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

- Standard office equipment is used.

WORK ENVIRONMENT

- Duties are primarily performed in an office environment while sitting at a desk or computer terminal. Travel for 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.