

Program Specialist I

Purpose of Class: Performs professional-level technical program support activities related to administration, fiscal, personnel, or similar Agency programs; provides technical program support in areas of compliance, regulations, policies and procedures, and standards; responsible for assisting in developing and maintaining technical programs and services. Positions in this class acquire program knowledge and expertise in providing technical and operations support.

Distinguishing Characteristics

Level: First in a series of four

Work Direction Received: Works under general supervision

Direction of Others: Guides/Oversees; may lead in providing work direction

Scope/Nature of Discretion: General discretion; performs duties with moderate opportunity to exercise independence within broadly defined policies and procedures

Examples of Duties

Provides limited technical program guidance and support in areas of compliance, regulations, policies and procedures, and program standards; provides support to staff on special projects from the standpoint of training, support, and documentation.

Assists in the development of technical programs and services; attends technical meetings to provide program support and direction; provides information on program processes and practices; prepares documents in support of program standards.

Assists in identifying potential new programs and services; provides support in the resolution of program issues and problems within defined policies and procedures; assesses client satisfaction levels and ongoing quality assurance measures; investigates and researches new programs/services.

Provides limited support in maintenance of integrated information system databases used to develop analyses, and in the presentation of data.

Maintains regular and reliable attendance.

Minimum Qualifications

Associate's degree in a related field and two years of experience related to the essential functions of the position. Any equivalent education and/or work experience may be substituted in order to meet the minimum qualifications of the position.

Knowledge and Abilities

Knowledge

- Technical program knowledge and standard practices and procedures
- Federal and state laws and regulations that impact the assigned work unit's operation
- Organizational structure, functions, goals, policies, and procedures
- Office management principles, methods, and procedures
- Office equipment and computer software programs
- Workings of unit, its policies and practices, and related accounting procedures

Abilities

- Interact with supervisors, employees, and the public to gain their cooperation and to establish working relationships
- Apply management practices, techniques, and methodologies to assigned activities
- Collect, assemble, and analyze facts and identify problems
- Identify and interpret program requirements, policies, and regulations to provide guidance and advice
- Organize and present facts and opinions orally and in writing