

Program Specialist III

Purpose of Class: Directs/coordinates the state operation of an educational program under a specified act/title of a federal and/or state program or is responsible for a unit/major program within a division of NDE; provides direction in assigned areas and/or to school districts related to administration, fiscal, personnel, or similar Agency functions; provides leadership in areas of compliance, regulations, policies and procedures, standards, and information.

Distinguishing Characteristics

Level: Third in a series of four

Work Direction Received: Works under limited supervision

Direction of Others: Leads; provides direction to the work of lower-level employees.

Scope/Nature of Discretion: General/Delegated discretion; performs duties with a moderate opportunity to exercise independence within broadly-defined policies and procedures; has authority to take required actions.

Examples of Duties

Provides direction and 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.

Plans and develops technical programs and services, working with limited guidance from senior administrative staff; conducts conferences, workshops and technical meetings to provide program support and direction; provides information on program processes and practices; prepares comprehensive documents in support of program standards and parameters.

Identifies potential new programs and services; independently resolves more complex program issues and problems; assesses client satisfaction levels and ongoing quality assurance measures; investigates and researches new programs or services.

May make decisions and/or recommendations regarding staff hiring and direct the work of staff; implements principles and techniques of performance management in supervising and evaluating staff.

Acts as primary trainer for newly hired staff members and consultants; responsible for the development, design, and delivery of training curriculum; analyzes and implements new procedures based on policy changes.

Develops and implements public information activities and products to garner support for programs; provides information to school personnel, clients, service providers, and general public to increase awareness of program; coordinates statewide activities and ensures consistency in program implementation.

Example of Duties (continued)

Approves and monitors programs for eligible persons enrolled in programs under the provisions of federal/state legislation; applies federal law and regulations and Agency policies to review and evaluate activities; approves programs for eligible persons; consults with outside agencies and personnel concerning program eligibility and updates to assure compliance.

Reviews, evaluates, and makes recommendations for monitoring and correcting internal, operational, personnel, management, and fiscal control systems and organizational unit performance; assists in determining records or activities to analyze, extent of the review to be undertaken, and the documentation to prepare.

Maintains regular and reliable attendance.

Minimum Qualifications

Bachelor's degree in a related field and four 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

- Advanced 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
- Agency operations and correlation to program parameters
- Program policies, procedures, and guidelines
- Contract requirements and review criteria/standards

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 draw conclusions to recommend solutions to problems
- Identify and interpret program requirements, policies, and regulations to provide guidance and advice
- Organize and present facts and opinions orally and in writing and to create materials
- Formulate and recommend modifications to program parameters to attain goals
- Manage fiscal and program aspects of external grants and contracts.
- Direct the work of others in order to meet deadlines and service levels