

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 000836
Grade 21
FLSA: E**

PROGRAM SPECIALIST II

DEFINITION OF CLASS:

This is program management support work carrying out assignments in operational programs requiring knowledge of a wide range of program issues to perform a variety of unusual assignments involving modification of precedents or procedures. The majority of contacts are with employees in the same or other departments and agencies of the County Government, State and Federal agencies, non-profit and private sector organizations. The purposes of the contacts, which generally are of a cooperative nature with both parties working toward mutual goals, are for planning, coordinating or resolving program operating problems. While this class of work involves employees talking with various members of the public, the provision of direct public service or assistance on a sustained basis is not a predominant characteristic of the class.

An employee in this class utilizes knowledge of a wide range of program management support and program subject matter principles, techniques, functions, regulations and procedures in planning, organizing, directing and evaluating or carrying out assignments in one or more programs. Assignments may also require knowledge of and skill in using computer and automated office technology. Varied and recurring contract monitoring responsibilities may be assigned to positions in this class appropriate to the level and type of other duties assigned. The employee independently plans and carries out precedented aspects of program development, implementation and evaluation, and resolves problems and deviations in accordance with policies and program practices. The supervisor provides assistance for unusual situations and reviews methods and approaches used in carrying out the employee's program support activities for conformance to policy and established requirements. The work involves a range of recurring problems and issues requiring the employee to decide on a course of action by referring to existing regulations or procedures. The employee adapts standard program practices and procedures to meet situations or cases not fully covered by existing guidelines, and recommends modification of current guides. Decisions involve conditions and factors that must be identified and analyzed to determine relationships with existing criteria. Work output affects the social, physical or emotional wellbeing of program participants or recipients of services. The work is primarily sedentary, is performed in an office environment and presents no significant hazards. While some employees may direct programs of limited scope and/or supervise other employees, this is atypical of the class.

(NOTE: The occupational field of program management work involves directing or carrying out assignments in one or more programs or management staff functions that are directly related to a department's/agency's mission of providing services to County residents. This field of work is distinguished from management-support functions such as personnel, budgeting or other administrative type tasks which are designed to facilitate the activities of other employees providing direct services. Program Management work consists of three distinct but interrelated functions: 1) determining what to do

and deciding how and when to do it; 2) carrying out or overseeing the accomplishment of the work to achieve established objectives; and 3) evaluating the effectiveness of the activities carried out. Depending on the nature and level of the individual position, one or more of these functions may be assigned.)

EXAMPLES OF DUTIES: (Illustrative Only)

- Develops recommendations and assessments of alternative programmatic courses of action, as well as program goals, needs, and achievements.
- Utilizes data collection and analysis techniques to evaluate individual programs; submits oral and written reports to management personnel for their consideration and decision-making.
- Prepares initial draft of State, Federal, and private endowment grant and funding requests.
- Provides technical data and interpretation of grants and funding requests to program managers and other supervisory personnel.
- Monitors specific or selected aspects of contracts and makes recommendations on the acceptability of program services; serves as liaison between contractor and user agency by receiving complaints and resolving problems concerning contract performance or compliance with terms.
- Consults with a variety of individuals, groups, and committees on program planning, coordination, and evaluation responsibilities.
- Collects, records, and evaluates data and prepares statistical and narrative reports and other documents in support of State and Federally-funded projects and other programs.
- Develops strategies for complaint resolution in complex issues, analyzes trends/patterns in program areas, and recommends modification in program practices.
- Functions in a liaison capacity between the department/agency to which assigned and other departments/agencies and public and private concerns.
- Contributes substantially to the publication of quarterly/annual program reports and information releases.
- Attends meetings and conferences and represents the program managers, other supervisory personnel, or the population served, as directed.
- Conducts analyses of the organization, administration, mission or function of operational units, and develops recommendations on methods to accomplish consolidation of functions, and re-structuring of duties and responsibilities assigned to various operational entities.
- Reviews pending and passed legislation and evaluates for programmatic impact; drafts proposed legislation as required.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the program area(s) related to the department/agency to which the position is assigned.
- Knowledge of the principles, practices and techniques of program development, implementation, and evaluation.
- Knowledge of standard processes involved in procurement and/or contract management.
- Knowledge of Federal and/or State grant funding requirements and regulations, as required.
- Analytical ability and skill sufficient to identify, consider, and resolve readily observable conditions.
- Ability to prepare, interpret, and evaluate program proposals and modifications.

- Ability to communicate effectively both orally and in writing.
- Ability to deal tactfully, effectively and equitably with people.
- Ability to attend meetings or perform work at locations outside the office if necessary.

MINIMUM QUALIFICATIONS:

Experience: Two (2) years of professional experience in a program/specialization area directly related to the assignment of the position.

Education: Graduation from an accredited college or university with a Bachelor's Degree.

(NOTE: For positions in the DHHS' Coordination of Community Services Program: Graduation from an accredited college or university with a Bachelor's Degree in a human services field. No substitution is allowed.)

Equivalency: An equivalent combination of education and experience may be substituted. (Note: For positions in the DHHS' Coordination of Community Services Program, education and experience requirements may be waived if an individual has been employed as a coordinator of community services for at least 1 year as of January 1, 2014).

LICENSE:

- Positions in the DHHS' Division of School Health as a Dental Hygienist: Possession and maintenance at all times of a valid license to practice as a Dental Hygienist in the State of Maryland.
- Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence when required for job related duties.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Medical History Review. Positions assigned to Fire and Rescue require Medical History Review with Drug/Alcohol Screen.

NOTE: Medical Protocol may vary according to assignment as follows:

- (1) If assigned to Transit Services Safety & Training - Core Exam with Drug Screen
- (2) If assigned to program with direct service to vulnerable populations or with communicable disease exposure - Limited Core Exam with Drug Screen
- (3) If assigned to HHS School Health Services as a Dental Hygienist - Core Exam
- (4) (4) Call OMS for clarification when assignment is known.

Class Established: May, 1977

Revised: March, 1978

October, 1979

April, 1988

September, 1990

Classification Study: April 1995 (M)

October, 2007

April, 2012

August, 2013

September, 2014

August, 2015

Revised (Medical Protocol): February 2022