

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

**Code No. 000832  
Grade 25**

**PROGRAM MANAGER II**

**DEFINITION OF CLASS:**

This is either 1) professional work directing operational program(s) and/or managing and monitoring contracts of major scope, expenditure and effect; or, 2) professional staff work involving the analysis of nonstandard or unclear information, identifying various approaches and alternatives, and developing recommendations/drafting decisions which affect a wide range of activities for the consideration of or issuance by a higher level official or manager directing a line program or function. 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 and coordinating management of programs or resolving program operating or staff problems. While the program work requires frequent meeting with the public, limited one-to-one assistance is provided directly to the public.

An employee in this class utilizes knowledge of a wide range of program management and subject matter program principles, techniques, functions, regulations and procedures in planning, organizing, directing and evaluating one or more programs and/or oversight of contractor activities. Assignments may also require knowledge of and skill in using computer and automated office technology. The employee independently plans and carries out all aspects of program development, implementation and evaluation advising higher level management of program status and achievements as well as potentially controversial matters or far reaching implications of decisions rendered. Completed work is reviewed in terms of the program effectiveness in meeting stated goals and objectives. Guidelines are generally available, but are provided in general terms requiring the employee to interpret administrative policies and precedents in developing guidelines that specifically cover the substantive technical or operational aspects of the program. The employee devises new approaches, methods or procedures for use by subordinate employees carrying out program activities. Work involves a variety of substantive issues and unique, complex problems requiring the analysis of unusual circumstances or interpretation of incomplete or contradictory data and the identification of various alternative solutions or approaches. Decisions include determining program needs, establishing priorities and allocating resources, maintaining budget targets while achieving program goals and evaluating overall program effectiveness. Work output affects a wide range of County Government services or activities including entitlement to Federal, State, or intergovernmental funds and implementation of Federal and State regulations. The work is primarily sedentary, performed in an office setting and presents no significant hazards.

Most employees in this class exercise supervisory responsibilities over assigned employees; interview and select applicants for vacant positions; assign work to staff; ensure prompt delivery of assistance and services and balanced distribution of workload; furnish instructions and ensure that completed work complies with policies, practices and procedures; conduct employee performance appraisals; counsel employees; approve leave; initiate disciplinary action; and resolve informal complaints and grievances.

**(NOTE:** The occupational field of program management involves directing or carrying out assignments for one or more programs; or, providing staff support to a higher level official or manager directing a line program or function. Responsibility for contract administration is frequently included. The programs generally relate directly 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. The work of this class 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, and the development of new methods or criteria 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)**

- Plans, designs, develops and manages programs to meet local needs and objectives; and provides, through subordinate employees or contract agencies, counseling, assistance, care, and other services to individuals and families.
- Assesses community needs as they relate to the program; supervises all current services including counseling, support and educational groups, information and referral.
- Develops methods and procedures for determining eligibility of participants/families to receive subsidies or other services; monitors/controls expenditures.
- Convenes and leads meetings with relevant County staff for development of input to public policy, planning, decision-making, program modification and funding.
- Conducts a variety of management studies which may involve organizational analysis, productivity improvements, policy and procedures development, and system design.
- Initiates and directs planning projects and delivery of services by private provider agencies and consumer groups via meetings, conferences, and telephone contacts to ensure that expansion of services is consistent with needs and priorities of program goals and objectives.
- Oversees development of grant proposals for funding current, new, or expanded programs.
- Develops and administers contracts, which may include preparing requests for proposals (RFP's), advertising, reviewing bids and proposals, contract preparation and processing, administration of funds, and oversight of contractor performance.
- Initiates and maintains contacts with County and State officials, and integrates State plans, priorities, and financial resources with those affecting delivery of services at the local level.
- Provides technical assistance to department directors, agency staff and community regarding needs and client services.
- Performs related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Thorough knowledge of laws, rules and regulations which apply to the provisions and limitations of programs to which assigned.
- Thorough knowledge of the principles, practices and techniques of program development, implementation, management, and evaluation.
- Knowledge of analytical techniques to conduct studies, to analyze findings, and to make recommendations concerning effectiveness, efficiency, and productivity of assigned program(s).
- Knowledge of general principles of procurement, contract management, and/or personnel, as required.

- Knowledge of Federal and/or State grant funding requirements and regulations, as required.
- Skill in explaining and defending ideas and positions, both orally and in writing, and persuading individuals and groups to support assigned program activities and/or decisions.
- On a selected basis, applicant may be examined for supervisory experience, knowledge, skills and abilities.
- 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:** Thorough five (5) years professional experience in a program/specialization area directly related to the assignment of the position. Supervisory experience may be required, depending upon the position assignment.

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

**Equivalency:** An equivalent combination of education and experience may be substituted.

**CERTIFICATIONS:** (may vary according to assignment as follows)

- (1) Program Manager II positions assigned to the Housing Code Enforcement Section of the Department of Housing and Community Affairs (DHCA) require International Code Council (ICC) certification and recertification as determined by DHCA.
- (2) Program Manager II positions assigned to the Department of Fire and Rescue Services (FRS) Self-Contained Breathing Apparatus Maintenance Unit require the following certifications and recertifications as determined by FRS:
  - SCOTT Air Supplied Products maintenance and overhaul or other manufacturer equivalent.
  - SCOTT AirPak 50 maintenance and overhaul or other manufacturer equivalent.
  - Breathing Air compressor maintenance and overhaul.

**Note:** There will be no substitutions for this section.

**LICENSE:** If required by the position of assignment, possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Medical History Review.

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

- (1) Paratransit Program Manager - Core Exam with Drug/Alcohol Screen.
- (2) Department of Environmental Protection (DEP) Program Manager, if confined space entry training is required - Core Exam with Drug/Alcohol Screen. Call OMS for clarification when assignment known.
- (3) Program Manager II positions assigned to the Department of Correction and Rehabilitation require a Core Exam with Drug/Alcohol Screen when job duties involve interaction with the inmate population.
- (4) Program Manager II positions assigned to the Department of Fire and Rescue Services (FRS) Self-Contained Breathing unit require Core I Exam with a Drug/Alcohol Screen.

**Class Established:** May 1977

**Revised:** March 1988

September 1990

**Classification Study:** April 1995 (M)

January 2004

May 2007

January 2008

March 2008

August 2013

February 2014

October 2014