

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

**Code No. 000834  
Grade 23  
FLSA: E**

**PROGRAM MANAGER I**

**DEFINITION OF CLASS:**

This is either 1) professional work directing one or more operational programs and/or managing and monitoring contracts of moderate scope, expenditure and effect; or, 2) professional staff work involving the analysis of considerable data, identifying various approaches and alternatives, and developing recommendations/drafting decisions for the consideration of or issuance by a higher level official or manager, which directly affect the operation of a program. The majority of contacts are with employees in the same or other departments and agencies of the County Government, State, and Federal agencies, nonprofit 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 the program or resolving program operating 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 programs and/or contracts. 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 a program's effectiveness in meeting stated goals and objectives. 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 concerning needs assessments, implementation approaches, and evaluation of outcome require review of considerable and sometimes conflicting or incomplete data, and consideration of several alternatives and complex inter-relationships. Work outputs affect the social, physical, or economic wellbeing of program participants or recipients of services. For most positions in this class, the work is primarily sedentary, performed in an office environment and presents no significant hazards. However, depending on the type of program managed, incumbents of other positions in this class: must be able to: work outdoors in all types of weather conditions; and independently move and use equipment weighing up to 60 pounds. Some employees in this class may be designated as lead workers.

**(NOTE:** The occupational field of program management work involves directing or carrying out assignments for one or more programs; or, providing staff support to a higher level 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. Work typical of the program management occupation 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)**

- Assimilates, analyzes, and disseminates information and data pertaining to issues affecting program, program recipients and the general public.
- Studies local and State legislative proposals, policy, or recommendations and prepares comments or testimony to present to the County Council, courts, and legislative sub-committees of the Maryland General Assembly.
- Exercises direction over lower level professionals and other employees by assigning work, furnishing advice and instructions, and reviewing completed assignments.
- Develops and administers contracts, which may include preparing requests for proposals (RFP's), advertising, reviewing bids and proposals, contract preparation and processing, contract fiscal monitoring, administration of funds, and oversight of contractor performance.
- Plans and writes grant applications and manages grant-funded projects.
- Maintains liaison with contractors, funding sources (e.g., State or Federal), and other government agencies to plan and design projects; reviews plans or changes and amendments to plans, and develops and implements systems for fiscal management of funds.
- Initiates action to authorize, revise, continue, or discontinue assistance and services based on the results of reviews of circumstances of clients.
- Analyzes, adapts, and/or implements departmental or agency operating and administrative practices and procedures related to records management, forms used, reports generated, and various other phases of program organization and administration.
- Maintains contacts with individuals, families, or groups to develop up-to-date information to help them explore solutions to their problems, and/or initiate appropriate and timely action.
- Facilitates or expedites recommendations and innovative strategies to address and correct County problems and issues by providing background information and data to appropriate public and private groups, and determines ways to involve the private sector and/or the business community in County efforts that will be mutually beneficial.
- Initiates, coordinates, or contributes to such special events as workshops, professional and press conferences, seminars, and public hearings.
- Performs related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Considerable knowledge of laws, rules, and regulations which apply to provisions and limitations of program to which assigned.
- Considerable knowledge of the principles, practices or techniques of program development, implementation, management and evaluation.
- Ability to conduct analytical studies and make recommendations concerning effectiveness, efficiency, and productivity of assigned program(s).

- Knowledge of the general principles of procurement, contract management, and personnel administration, as required.
- Knowledge of Federal and/or State grant funding requirements and regulations, as required.
- Skill in leading assigned employees, providing instruction, and reviewing their work.
- Skill in explaining and defending ideas and positions, both verbally and in writing, and in persuading individuals and groups to support assigned program activities or decisions.
- 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:** Considerable (3 years) of professional experience in a program/specialization area directly related to the assignment of the position. (NOTE: For positions in the DHHS' Coordination of Community Services Program: Applicants must have an advanced degree in a human services field and 1 year of professional experience OR a Bachelor's degree in a human services field with 3 years professional experience; No substitution allowed).

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

**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 for community services supervisor for at least 1 year as of January 1, 2014).

#### **LICENSE:**

- For the Operations & Equipment Systems Program Manager in the Department of Transportation: Possession of a valid medically certified Class B CDL in accordance with Maryland State Commercial Driver's License requirements.

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

#### **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. 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) Paratransit Program Manager – Core Exam with a Drug /Alcohol Screen.
- (2) DEP Program Manager if confined space entry training is required – Core Exam with a Drug/Alcohol Screen.
- (3) Operations Equipment & Systems Program Manager in the Department of Transportation – Core Exam with a Drug/Alcohol Screen.

- (4) Program Manager positions assigned to the Department of Correction and Rehabilitation require a Core Exam with a Drug/Alcohol Screen when job duties involve interaction with the inmate population. Call OMS for clarification when assignment is known.
- (5) Quality Assurance Program Manager in the Department of General Services – Core II Exam with a Drug/Alcohol Screen.
- (6) Call OMS for clarification when assignment known.

**Class Established:** May 1977

**Revised:** July 1984

March 1988

September 1990

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

January 2004

May 2007

March 2008

May 2012

August 2013

February 2014

October 2014

September 2015

September 2017

**Revised (Medical Protocol):** February 2022