

PROGRAM MANAGER

DEFINITION

Under general supervision, manages, develops, monitors, and evaluates assigned programs; provides stakeholder education and outreach to develop partnerships that build trust in City departments and strengthen the community.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from a Director or designee. Exercises supervision over assigned staff. Selects, trains, prepares performance evaluations, and recommends disciplinary actions for assigned staff.

DISTINGUISHING CHARACTERISTICS

This classification is responsible for managing assigned program(s) within a division. This position requires initiative, critical thinking and sound judgment. This is an unclassified position in which incumbents serve at the will of the Department Director.

Incumbents assigned to the Animal Center will be exposed to a working environment with animals (primarily dogs and cats) which may lead to possible exposure of unpleasant odors and noises, allergens, interactions with animals, and possible exposure to zoonotic diseases; and may be required to handle and restrain animals humanely and safely using approved protocols and practices.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Based on assignment, may include, but are not limited to, the following:

Manages, coordinates, monitors, and evaluates program activities in assigned area of responsibility; ensures compliance with specific regulatory requirements, industry best practices, grant(s) and alternatively funded programs.

Plans, develops and directs the implementation of programs, ensuring adherence with City goals, objectives, policies and procedures.

Establishes and maintains collaborative partnerships with State, regional and local agencies, community-based organizations, and businesses; develops and implements strategies to manage comprehensive programs in the assigned area.

Manages, prepares and reviews grant applications and supporting documentation to ensure compliance with funding requirements, including researching demographic and statistical data necessary for the applications, and required reporting.

Oversees and coordinates with legislative agencies to ensure regulatory compliance.

Participates in the development of the division budget and completes all mandated reporting associated with grant funds and regulatory compliance.

Reviews reports and records of activities to ensure progress toward specified program objective; compiles and analyzes data related to program activities and operations.

Prepares promotional and informational materials; makes presentations to City management staff, elected officials, individuals and groups regarding assigned programs.

Supervises and evaluates assigned staff; provides instruction for assigned tasks, coaches and counsels with an emphasis on professional development.

Maintains data and files in assigned area of responsibility, which may include creating and maintaining an active database.

Develops, designs and implements sound safety policies, training and procedural recommendations.

Participates, prepares, and provides presentations in a variety of meetings and committees.

May be required to work evenings, weekends, and holidays.

Incumbents assigned to the Animal Center may be required to handle and restrain animals humanely and safely using approved protocols, personal protective equipment (PPE) and practices including assisting in cleaning and disinfecting kennel areas, food dishes and equipment along with feeding and exercising animals.

Incumbents assigned to the Animal Center may administer first aid and emergency treatment for animals as needed; may assist and/or perform humane euthanasia and handle deceased animals under the guidance of Veterinary staff.

Perform related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Community and public relations principles and practices.

Best practices in regards to assigned programs.

Methods in developing workflow processes, standard operating procedures and program schedules.

Writing principles and report writing techniques.

Principles of supervision, training, and performance evaluation.

Basic municipal government operations, procedures, techniques, and demands.

Principles and practices of record keeping and database management.

Office procedures, methods and equipment including computers and applicable software application such as word processing, spreadsheet, and databases.

Basic budgetary principles and operations at the local government level.

Applicable local, state and federal laws, regulations and codes in the assigned program area.

Skill/Ability to:

Monitor activities of program compliance, to evaluate the progress of the intended goal.

Select, supervise, train and evaluate staff.

Gather information and make policy and procedural recommendations.

Understand, explain, interpret, and apply applicable department, local, state, and/or federal requirements.

Understand the principles and practices of public and/or enterprise funding, as well as management techniques and procedures.

Communicate effectively verbally and in writing, and ability to prepare clear, concise, and comprehensive reports, records, and other written and electronic documents.

Exercise sound, independent judgment and critical thinking within policy guidelines.

Use computers and applicable software applications, including generating reports, maps, charts, graphs, and other visual or electronic aids.

Maintain program files, records, and information.

Establish and maintain effective working relationships, including strengthening partnerships between the City of Fresno departments, divisions and the community.

Operate modern office equipment including computer equipment.

Operate a motor vehicle safely.

Incumbents assigned to the Animal Center may be required to handle and restrain animals humanely and safely using approved protocols, personal protective equipment (PPE) and practices and may be required to administer basic health assessments, medical care and treatments including vaccines and humane euthanasia as necessary.

MINIMUM QUALIFICATIONS

Education:

Possession of a bachelor's degree from an accredited college or university in business administration, public administration, education, finance, engineering, environmental science, environmental/occupational health and safety, communications, animal science, animal education, animal behavior or a related field.

Experience:

Three (3) years of experience in one or more of the following areas: public or community relations; fixed asset capital financing; governmental planning; redevelopment; economic development; air regulation; construction management; inspection; permits/plan check; engineering; program regulation and compliance; safety training; in a lead or supervisory capacity in an animal centric setting; or a related field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

Special Requirements:

Possession and continued maintenance of a valid California Driver's License may be required at time of appointment.

Recruitment may be limited to a specific area of expertise as required by operational needs.

For assignment to Program Manager – Industrial Safety Program in the Department of Public Utilities:

- Possession of an Associate Safety Professional (ASP), or higher-level safety certification, issued by the Board of Certified Safety Professionals within two (2) years of appointment. Failure to obtain the valid certification within the specified time period and maintain for the entire term of employment in this job class shall be cause for termination.

For assignment to Program Manager in the Animal Center Department:

- A valid Veterinary Assistant Controlled Substance Permit (VACSP), issued by the Veterinary Medical Board of the State of California, may be required upon direction of the appointing authority.
- Depending on assignment, incumbents may be required to obtain and maintain a State of California Penal Code Section 832 Laws of Arrest certification within one (1) year of appointment and maintain throughout the term of employment in this classification.
- Incumbents must complete Euthanasia Training consistent with California Code of Regulations, Title 16, Section 2039 within six (6) months of appointment and maintain throughout the term of employment in this classification.

APPROVED: (Signature on File) _____ DATE: 5/23/2024
Director of Personnel Services

NEW:JTC:SCM:bn
Revised: TJM:vp: 6/2/2023
Revised: SM:vp 5/20/2024