

## **SO PROGRAM MANAGER**

### CODES/PAY GRADE

Class Code: 3130

EEO Code: B

FLSA: E

Pay Grade: 219

### MAJOR FUNCTION

Highly responsible professional and administrative work overseeing the operations of a major operational/support program in the Sheriff' Office.

### ILLUSTRATIVE DUTIES

*(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Directs and coordinates the day-to-day operations of a major program area in the Sheriff's Office including developing and monitoring operational budgets; supervising professional and support staff (i.e. training, evaluations, leave approval, discipline, hiring, etc.); interfacing with internal and external County agencies; long-term strategic planning; and developing operational policies and procedures.

May be responsible for overseeing the maintenance and modernization of equipment, software and other collateral systems. May research and evaluate new equipment and software as needed. Serves as a liaison to vendors and contractors.

Ensures operational decisions comply with SO directives and missions.

May make presentations to the media, civic organizations, professional organizations, etc as a representative of the Sheriff' Office.

Maintains files and documentation pertinent to area of expertise. May prepare and distribute operational manuals and directives as required.

Addresses and resolves user problems, citizen complaints, operational problems as required.

Performs related duties as required.

### KNOWLEDGE, SKILLS AND ABILITIES

*KSAs vary depending upon position of assignment.*

Knowledge of modern management techniques, principles and practices. Knowledge of federal, state and local laws, regulations and ordinances applicable to field of expertise and law enforcement in general.

**(SO Program Manager continued)**

Knowledge of current industry trends and innovations affecting area of expertise (e.g. computer hardware, software, employment practices, funding, etc.) Knowledge of the County Merit System Rules and Regulations and the SO Directives Manual.

Ability to establish and maintain effective working relationships with other employees, public, government and elected officials, the media, and vendors. Ability to coordinate multiple projects and programs. Ability to communicate effectively, orally and in writing. Ability to develop policies and procedures. Ability to coordinate activities with internal and external agencies and organizations. Ability to supervise professional and support staff. Ability to monitor and assemble operating budgets and perform strategic planning. Ability to develop, implement and meet objectives of assigned program. May require ability to conduct statistical analysis and data collection.

**MINIMUM QUALIFICATIONS**

Bachelor's degree in area relating to field of expertise, and five (5) years applicable job experience.

*A comparable amount of education, training and experience may substitute for the minimum qualifications.*

**ADA REQUIREMENTS**

*ADA requirements may vary depending upon position of assignment.*

Mental Demands: Ability to read and comprehend scientific, technical, legal, operational, and professional literature (manuals, pamphlets, textbooks, directives); maps and schematics; financial records and reports; memos, correspondence. Ability to write reports, summaries, evaluations, financial statements, and opinions. Ability to speak publicly relaying information to layman in a clear and concise manner. Ability to perform general to advanced mathematical functions and computations. Ability to identify and resolve problems. Ability to apply rules, regulations and guidelines to real life situations. Ability to analyze data and develop conclusions; ability to conduct surveys and analyze results.

Physical Demands: Sedentary work. Ability to see. May require ability to hear, stand, sit, manual dexterity, reach, grasp. May require prolong use of CRT screen.

Environmental Demands: Inside work.

New 10/97  
Revised 3/06