

STATE PROGRAM ADMINISTRATOR

KIND OF WORK

First-level professional program administration work.

NATURE AND PURPOSE

Under general supervision, reviews administrative processes for accuracy, technical competency, and for compliance with eligibility, reporting and other administrative requirements; performs other duties as required.

Know-How (specific and integrative) -- Requires specialized knowledge/skills to conduct and continually improve a work process with awareness of many immediate effects on customers. Activities have specific objectives and content, and require appropriate awareness of related activities.

Problem-Solving (context and thinking challenge) -- Acceptability of conclusions, improvements or solutions is guided/governed by substantially diversified procedures, specialized standards, and precedents; positions have latitude to consider which among many procedures should be followed and in what sequence to achieve the required results. Work involves differing situations, requiring search for solutions/appropriate choices among defined options or within area of learned things.

Accountability (freedom to act/empowerment and impact on end results) -- standardized practices and procedures, general work instructions from supervisor; or consultation on progress and results with other team members. Impact is contributory, providing supportive, interpretive or advisory functions for use by others.

All unlimited classified positions in this class must have options. Options currently used with this class include: Adoption Assistance (ADOPIN 1366), Health Care Operations (HLTCRO 1415), and Revenue (REVENU 0313).

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Reviews program activities so that resources are properly expended by receiving and monitoring ongoing reports such as quarterly and annual status reports; contacting clients and proposing solutions to resolve problems discovered during monitoring, (may include submitting new reports, amending current reports, etc.; retaining program records and files as specified by practice or regulation; collecting, analyzing, and organizing program activity data.

Communicates with clients and federal/state/local officials about changes in reporting and procedural requirements to ensure adequate information (e.g., program guidelines) is provided to clients and governmental officials by functioning as an information clearinghouse for program questions; providing on-site technical assistance/training sessions with state and local interest groups/task forces; and working with other officials in joint projects related to public information on programs.

Delivers program services directly to clients to maintain program procedures so that reasonable administrative guidelines are implemented by determining if requested services are within the limitations of the specific eligibility requirements; assessing whether or not program requirements have been met; analyzing program resource distribution to avoid duplication within or between programs; verifying that provided services are consistent with program plans.

Recommends changes (modifications, termination dates, special conditions) to departmental policy making groups so that programs are appropriately administered by evaluating their compliance with policy guidelines and standards; by collecting and analyzing data for reports and information for program analysis; and by documenting the results of the program's implementation.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Qualitative and quantitative analysis sufficient to collect and analyze public program-related data.

Governmental budgeting processes sufficient to monitor and review program financial and progress reports so that funds are properly expended.

Specific program regulations/requirements sufficient to determine eligibility and compliance with budgeting and reporting provisions of public programs.

Procedural steps in the public program approval process sufficient to recommend changes (modifications, special conditions) to expedite approval.

Skill in:

Human relations sufficient to tactfully and in a business-like manner interact with persons making inquiries about the public program to establish both effective communications and maintain effective working relationships.

Ability to:

Read and comprehend program-related bulletins, manuals, rules, etc., sufficient to respond to factual/procedural inquiries and to interpret and apply them to determine program eligibility and compliance.

Write letters, memos, etc., sufficient to provide clear and thorough information at a level appropriate for the persons making the inquiries.

Communicate orally sufficient to provide program information by telephone and in-person and to explain program rules and procedures to the public and governmental officials.

Adapt to continuous organizational and program changes sufficient to work constructively under pressure and cope with ambiguity.

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T.C.: 7/07
Former Title(s): State Programs
Administrator