

## **PROGRAM MANAGER II**

**DEFINITION:** Under general direction, performs work of considerable difficulty directing and managing a department program or a division program of moderate size and complexity; some programs show elements of a complex and diverse organizational structure staffed with professional or highly technical personnel; reports to a Department Manager or Division Director; performs related work as assigned.

Program Manager II manages an organization having the presence of multiple supervisory controls programs at this level have a broad degree of technical activity and complexity; work force ranges from 12-30 personnel.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

### **TASKS:**

Executes and applies department or division policies to assist in shaping or improving program effectiveness and productivity; assures program mission is in compliance with departmental and/or division goals and objectives; develops policies to supplement or improve existing policies issued by respective departments or divisions; where major policy changes are necessary in responding to budget appropriation or legislated changes consults with department managers or division directors.

In consultation with department manager or division director, streamlines program operation in accordance with established organizational policies; strengthens program activities and implements internal control mechanism through development of procedures and guidelines in maintaining program accountability; assures reports submitted by program segments reflect the policies or position of the department or division.

Manages program through program supervisors; develops and administers annual program budget; establishes short and long-term program and service goals and objectives; evaluates program performance; oversees compliance with budgetary limitations; provides accounting and expenditure control for program budget; represents program on behalf of the Navajo Nation; interacts with outside organizations and the public.

### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of modern principles and practices of program operations, strategic planning, supervision, personnel management, accounting and purchasing activities.

Knowledge of Navajo Nation, Federal and State laws, regulations and guidelines governing aspects of tribal operations relative to program responsibilities.

Knowledge of budget and reporting systems, financial controls, program analysis and performance measures.

Knowledge of program operational activities, mission and client service requirements

Skill in developing and analyzing program strategic plans, operating systems, procedures and controls, budgets and forecasts.

Skill in formulating and executing, documents and reports, short and long-term goals and objectives and program performance measures.

**PROGRAM MANAGER II**

Skill in managing staff and complex internal relationships, maintaining open communication and effective working relationships, providing advice and direction to subordinate managers, supervisors and staff.

Skill in the collection, analysis and evaluation of information to arrive at sound conclusions and recommendations.

Skill in the interpretation and analysis of Navajo Nation, Federal and State guidelines and regulations.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves a minimum of physical effort in an office setting.

**MINIMUM QUALIFICATIONS:**

- A Bachelor's degree in Public or Business Administration or a closely related program discipline; and six (6) years program related experience; two (2) years of which must have been in a supervisory capacity.

**PREFERRED QUALIFICATIONS:**

- A Master's degree in Public or Business Administration or program related discipline.
- Four (4) years supervisory program related experience.
- Proficient in Microsoft Office software or other computer applications.

**SPECIAL REQUIREMENTS:**

- Possess a valid driver's license.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.