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**CLASSIFICATION SPECIFICATION**

**CLASS NUMBER 80131**

**ASSISTANT PROGRAM ADMINISTRATOR**

**OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES**

**EFFECTIVE**

**MAY 5, 2002**

The duties are arranged in order of importance. However, the specific duties and the frequencies listed may vary across counties depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, an Assistant Program Administrator may not perform all of the duties listed. However, performance of the first (I) duty a minimum of 20% of the time is mandatory for this classification.



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## Summary of Essential Duties

The primary purpose of the Assistant Program Administrator position is to provide direct supervision to first-line supervisors within one entire client services program or support services area. The incumbent organizes and directs the development, planning, implementation and monitoring of one entire client services program or support services area. Additionally, the incumbent provides technical assistance to supervisors and other agency employees.

### Duties

Frequency 35% +/- 5%

- I. Provides direct supervision to first-line supervisors within one entire client services program or support services area.
  - A. Determines need for new staff members.
  - B. Interviews applicants and makes recommendations for the hiring of new employees; initiates actions for the termination of employees.
  - C. Disciplines subordinates, when necessary.
  - D. Reviews, approves, or denies employee requests for leave.
  - E. Completes performance evaluations of subordinates' work.
  - F. Conducts staff meetings.
  - G. Identifies training needs and arranges for appropriate sessions, seminars and presentations.
  - H. Meets with subordinates regarding any grievances.

Frequency: 40% +/- 10%

- II. Organizes and directs the development, planning, implementation and monitoring of an entire client services program or support services area.

Frequency 10% +/- 2%

- III. Provides technical assistance and training to supervisors within assigned program area and other agency employees, acting as back-up to supervisors in their absence.



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Frequency 10% +/- 5%

- IV. Performs public relations functions, acting as a liaison to other agencies, overseeing state hearing procedures, communicating and clarifying information for political officials, vendors and the general public.

Frequency 3% +/- 2%

- V. Performs client services investigative duties, monitoring various service centers/organizations to ensure services are being rendered.

Frequency 2% +/- 1%

- VI. Acts as director of job and family services in his/her absence when assigned.



**KSA'S FOR THE  
JOB CLASSIFICATION OF  
ASSISTANT PROGRAM ADMINISTRATOR**

DUTY	KNOWLEDGE	SKILLS	ABILITIES
I	Supervisory practices; Interviewing principles; Training and development practices; Employment counseling practices; Training evaluation; Personnel practices (e.g., grievance meetings); The Civil Rights Act; The Americans with Disabilities Act.	Organization; Oral communication; Employment counseling; Writing; Interviewing; Supervisory.	Work with others; Interpret policies and procedures; Listen for problems and provide responses or explanations; Coordinate the actions of others; Supervise; Understand manuals and verbal instruction; Complete forms; Write technical reports; Interview; Select qualified candidates; Monitor the work of others; Assign work to others; Deal with employee problems/concerns ; Train others; Evaluate training effectiveness; Recognize errors in the work of others; Develop training programs; Make independent decisions; Write reports; Discipline others.
II	Federal, State and Local laws, rules and regulations; Fiscal and budgetary management; English grammar and composition; Public Administration; Program planning and development; Social welfare issues; Contracts, proposals and grants; Negotiation tactics; Intermediate-level mathematical principles; State funding issues; Program implementation; Client Services Programs (e.g., Head Start, Healthy Start).	Writing; Interpreting effectiveness of programs based on data, previous experience and observations; Negotiating; Reading comprehension; Oral communication; Public Relations.	Prepare proposals, contracts and grant applications; Interpret laws, policies, procedures and regulations; Communicate with others; Negotiate with others; Research client services programs; Resolve a wide range of problems; Extract information from various sources; Develop new procedures, policies and programs for client services; Interpret/comprehend written material; Develop/write technical reports; Implement programs; Coordinate programs; Work on multiple tasks/projects; Perform needs analyses.
III	Training and development practices; Computer operations; Data processing procedures; Federal, State and Local laws, rules and regulations concerning client services programs; Client services programs; Agency computer systems (e.g., CRIS-E).	Oral communication; Counseling; Perform computer operations; Reading comprehension; Interpret results of tests/inquiries.	Interpret policies and procedures; Comprehend a wide variety of complex technical, written material; Listen for problems or issues and provide responses or explanations; Provide advice to others regarding Agency policies and procedures; Interact with high ranking officials; Interpret/comprehend written material; Answer complicated questions; Interpret technical materials; Explain legal or technical issues to others; Explain assignments, procedures or situations to others; Use computers;



			Visit client services providers.
<b>IV</b>	Public relations issues; Administrative practices; Agency/State laws, rules and regulations; Training/delivering public speeches; Various task forces; State hearing procedures.	Oral communication; Public speaking; Writing.	Act as a liaison between various agencies; Collect data; Work with others; Give or exchange facts and information; Negotiate with others; Interact with outside Agencies and officials; Act as a team leader; Lead Agency meetings; Deal with problems in familiar and unfamiliar settings; Oversee State hearing procedures.
<b>V</b>	Federal, State and Local laws, rules and regulations; Administrative practices; Management issues; Auditing procedures; Public administration; Social welfare issues; Certification and licensure process for service providers.	Organization; Oral communication.	Extract information from a variety of sources; Collect data; Work with others; Give or exchange facts and information; Analyze information provided by applicants seeking licensure of a facility to provide social services; Monitor various centers/organizations to ensure services are being rendered.
<b>VI</b>	Federal, State and Local laws, rules and regulations; Agency policies and procedures; Director of Human Services duties; Administrative practices; Public Administration.	Organization; Oral communication; Supervising and overseeing.	Act as Director of job and family services in his/her absence.



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### **Minimum Qualifications**

- Completion of undergraduate major core coursework in behavioral science or social science or in a related field. Also requires four years experience in program administration of which one year of experience was in a supervisory position.
  
- Or four courses or two years experience in business administration, two courses or twelve months experience in finance, two courses or twelve months experience in accounting, two courses in social welfare or twelve months experience in social welfare or client services, one course or six months experience in human resources management, and one course or six months experience in written communication for business. Also requires four years additional experience in program administration of which one year of experience was in a supervisory position.

**Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.**

### **Unusual Working Conditions/Hazards**

The position requires no unusual physical effort. Occasional walking, standing, bending, or lifting light objects is required. The position involves little to no probability of physical injury.