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**CLASSIFICATION SPECIFICATION**

**CLASS NUMBER 80132**

**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, a Program Administrator may not perform all of the duties listed. However, performance of the first (I) and second (II) duties 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 Program Administrator position is to perform direct and indirect supervisory functions. The incumbent also organizes and directs the development, planning, implementation and monitoring of various client services programs within assigned unit. The incumbent also provides technical assistance to supervisors and other agency employees. The Program Administrator also performs various administrative functions.

### Duties

Frequency 25% +/- 5%

- I. Performs direct and indirect supervisory functions.
  - A. Determines need for new staff members.
  - B. Interviews applicants and makes recommendations to the county commissioner 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. Evaluates training effectiveness.
  - I. Meets with subordinates regarding any grievances.
  - J. Assigns and reviews work of subordinates.

Frequency: 45% +/- 15%

- II. Organizes and directs the development, planning, implementation and monitoring of all programs within assigned division or area.
  - A. Reads and analyzes new material relevant to client services programs.
  - B. Plans needed client services programs (e.g., medical assistance).
  - C. Develops community resources to benefit client services programs and program recipients.
  - D. Develops client services contracts and local funding services to provide matching funds.
  - E. Ensures county programs comply with state, federal and local laws and regulations.
  - F. Implements programs within the area(s) the incumbent is responsible for (e.g., eligibility).



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G. Develops and interprets client services policies and procedures within assigned unit(s).

Frequency 10% +/- 5%

III. Provides technical assistance and training to supervisors and other agency employees, providing back-up to supervisors in their absence.

Frequency 10% +/- 5%

IV. Performs public relations functions.

Frequency 5% +/- 2%

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

Frequency 5% +/- 2%

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



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

<b>DUTY</b>	<b>KNOWLEDGE</b>	<b>SKILLS</b>	<b>ABILITIES</b>
<b>I</b>	Supervisory practices; Interviewing principles; Training and development practices; Employment counseling practices; Training evaluation; Personnel practices (e.g., grievance meetings).	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.
<b>II</b>	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; Mathematics; State funding issues; Program implementation; Client Services Programs (e.g., Head Start, Healthy Start).	Writing; Interpret effectiveness of programs based on data, previous experience and observations; Negotiation; 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; Evaluate programs for effectiveness and compliance with rules and regulations. Develop new procedures, policies and programs Reading comprehension; Develop/write technical reports; Implement programs, Coordinate programs; Work on multiple tasks/projects; Perform needs analyses.



<p><b>III</b></p>	<p>Training and development practices;          Computer operations;          Data processing procedures;          Federal, State and Local laws, rules and regulations;          Client services programs;          Agency computer systems (e.g., CRIS-E).</p>	<p>Oral communication;          Counseling;          Perform computer operations;          Interpret results of tests/inquiries.</p>	<p>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;          Reading comprehension;          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.</p>
<p><b>IV</b></p>	<p>Public relations issues;          Administrative practices;          Agency/State laws, rules and regulations;          Training/delivering public speeches;          Various task forces;          State hearing procedures.</p>	<p>Oral communication;          Public speaking;          Writing.</p>	<p>Extract information from various sources;          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.</p>
<p><b>V</b></p>	<p>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.</p>	<p>Organization;          Oral communication.</p>	<p>Extract information from a variety of sources;          Collect data;          Analyze data collected on various centers/organizations to ensure services are being rendered (e.g., day care centers);          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.</p>
<p><b>VI</b></p>	<p>Agency rules and regulations;          Federal, State and local laws, policies and procedures;          Business administration;          Supervisory practices;          Public administration;          Social welfare issues.</p>	<p>Oral communication;          Organization.</p>	<p>Interpret policies and procedures;          Work with others;          Answer routine questions/inquiries;          Listen for problems and provide responses or explanations;          Work on multiple tasks;          Monitor the work of others;          Explain assignments, procedures or situations to others;          Certify service providers.</p>



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### **Minimum Qualifications**

- Two years experience as an Assistant Program Administrator, 80131.
  
- Or completion of undergraduate major core coursework in behavioral science or social science or in a related field. Also requires five years experience in program administration of which two years 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 five years additional experience in program administration of which two years 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 real responsibility in protecting the safety of others. Normal safety precautions as would be found in an office setting need to be taken. Additionally, the position involves little to no probability of physical injury.