**UNIVERSITY PROGRAM MANAGER**

NC 10302 (331000157) OSP 04/01/08

**DESCRIPTION OF WORK:** Positions in this class manage and direct a university program of considerable scope and complexity, requiring specialized knowledge of the program and the associated processes and procedures. Positions serve as a manager or assistant manager with program authority in the area of assignment. Positions oversee all operations and services provided by staff and assist leadership with strategic planning. Responsibilities include planning, organizing and managing daily operations; human resources management and staff development; program policy and procedure design and implementation; and associated business functions. Work also includes marketing the program and defending program goals and objectives before the governing body. Work may include research in the area of assignment.

**EXAMPLES OF COMPETENCIES: CONTRIBUTING**

**Professional Knowledge:** Considerable knowledge of program practices, policies and procedures. Considerable knowledge of local, state and federal regulations and statutes governing the area of work. Knowledge of applicable information technology and internal controls to meet work needs. Basic knowledge of supervisory practices and skill in supervising others,

including communication skills. Ability to delegate and assign duties. Ability to deal effectively with difficult employees. Ability to evaluate performance and to

participate in disciplinary actions. Basic knowledge of

state government’s human resources policies and procedures.

**Program Supervision and Administration:** Ability to assess employee competencies and conduct/participate

in performance management reviews. Ability to coach and mentor staff. Ability to plan and assign work tasks.

Ability to motivate employees and develop team commitment toward meeting the operational goals and

objectives. Ability to identify and address quality of

work and performance improvement issues for the unit. Ability to review work and written reports to ensure compliance with program standards and requirements and guides staff in providing appropriate documentation to support conclusions.

**JOURNEY**

**Professional Knowledge:** Full knowledge of program practices, policies and procedures. Full knowledge of local, state and federal regulations and statutes governing the area of work. Knowledge of applicable information technology. Ability to ensure integrity of information systems, internal controls and data, including recommending modifications as required. Ability to apply updated information technology to facilitate program goals and program procedures. Considerable knowledge of supervisory practices and skill in supervising others, including communication skills. Ability to assist with or conduct investigations. Working knowledge of state government’s human resources policies and procedures. Basic knowledge of strategic planning methodologies and practices. **Program Supervision and Administration**: Ability to coach and facilitate the enhancement of employee competencies. Ability to manage resources effectively to provide for employee training and growth to meet the operational goals and objectives. Ability to address quality monitoring and performance improvement

**Critical Thinking:** Ability to make determinations based on facts. Ability to identify problems, document potential problems, and assess options. Ability to

assess delivery of service and program compliance with local, state and federal regulations and standards.

Ability to identify risk potential for program policy and procedure issues.

**Change Management:** Ability to understand change

management strategies and principles. Ability to communicate and implement new program policies and procedures.

**Communication and Marketing:** Ability to communicate with individual work units or entire organization on program elements. Ability to update existing communications. Ability to disseminate information on changes in program policies, procedures and protocols. Ability to oversee the creation and development of marketing information and/or written reports according to documentation standards and requirements. Ability to guide staff in the design of information. Ability to develop and maintain professional working relationships with co-workers and others in order to achieve work goals.

**Critical Thinking:** Ability to analyze moderately complex situations. Ability to recommend appropriate solutions and options. Ability to alert management to the potential impact on the program. Ability to recommend responses to a moderately complex situation based on interpretation of local, state and federal program regulations and standards. Ability to recommend modifications to program policy and procedures to minimize risk.

**Change Management:** Ability to lead a transition from old to new programs at the unit level. Ability to participate in the development and implementation of program goals and objectives.

**Communication and Marketing:** Ability to communicate moderately complex program information outside of the organization. Ability to interpret

program policies, procedures, rules and regulations

internal to the organization. Ability to ensure that program policies, procedures, rules and regulations are interpreted correctly by others. Ability to review and approve marketing information and/or written reports of

NC 10302 (31000157) OSP 04/01/08

issues for the program or area of responsibility. Ability to review and approve work findings/written reports of moderate complexity. Ability to ensure that program rules and regulations are interpreted correctly.

**ADVANCED**

**Professional Knowledge:** Extensive knowledge of program practices, policies and procedures. Extensive knowledge of local, state and federal regulations and statutes governing the area of work. Thorough knowledge of the reliability of systems and internal controls. Ability to identify problems and changing requirements. Ability to research and recommend changes to software. Extensive knowledge of supervisory practices and skill in supervising others. Ability to mentor new supervisors. Full knowledge of state government’s human resources policies and procedures. Considerable knowledge of strategic planning methodologies and practices.

**Program Supervision and Administration:** Ability to mentor, coach and manage the total competencies of staff in multiple organizational units or region. Ability to seek sources and opportunities for employee training and growth. Ability to direct the management of program and staff resources. Ability to involve employees in strategic planning and implementation

and in the development of policies and procedures. Ability to identify and address quality monitoring and performance improvement issues for services for the

program or area of responsibility for multiple units or

region. Ability to review and approve documents and reports of more complex or unique issues and effectively articulate written conclusions.

moderate complexity. Ability to develop contacts and relationships with interested parties in achieving program/organizational goals.

**Critical Thinking:** Ability to manage complex work situations. Ability to anticipate and remain alert to potentially problematic situations. Ability to resolve unusual problems. Ability to implement responses to situations based on interpretation of local, state and federal program regulations and standards. Ability to ensure implementation of program policy and procedure changes.

**Change Management:** Ability to lead the development and implementation of vision and mission statements. Ability to lead and direct the development

and implementation of program goals and objectives.

**Communication and Marketing:** Ability to communicate major and/or complex situations and actions both internal and external to the organization. Ability to interpret program policies and procedures, rules and regulations, internal and external to the organization. Ability to ensure that program policies, procedures, rules and regulations are interpreted correctly both internal and external to the organization. Ability to serve as a technical resource in developing responses to the media. Ability to oversee the reporting of more complex or unique issues and effectively articulate written conclusions. Ability to develop and maintain professional working relationships in complex and/or difficult situations in order to achieve program/organizational goals.

**MINIMUM TRAINING AND EXPERIENCE:** Bachelor’s degree and three years of experience in the area of assignment, of which at least one is supervisory or in a lead-worker capacity; or equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

**Special Note:** This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.