**UNIVERSITY PROGRAM SPECIALIST**

NC 10301 (31000156) OSP 04/01/08

**DESCRIPTION OF WORK:** Positions in this banded class provide consultation and program/project administration in a specialized or targeted program area of assignment, supporting the university in achieving stated program goals and objectives. Positions may serve as lead consultant, program manager and/or project manager. Work involves developing and maintaining productive collaborative work relationships and assessing and responding to client needs. Positions interpret and apply program policies and practices. Positions provide consultation, counseling, perform program/project administration, conduct information research and analysis, and market the assigned program. Work may include associated administrative and/or business functions. In these roles, employees may supervise staff.

Program areas of assignment may include one or more of the following: fund development, program/facilities coordination and administration, program development, delivery and marketing, pre- or post-grant administration, and small business development.

**EXAMPLES OF COMPETENCIES: CONTRIBUTING**

**Professional Knowledge:** Knowledge of program policies and procedures and technology related to assigned program area(s). Ability to interpret and apply them for clients while providing services. Knowledge

of program/service guidelines demonstrated by the ability to identify, evaluate, and resolve recurring work issues. Knowledge of state and federal laws and/or regulations in assigned program area(s). Ability to determine the correct or most appropriate course(s) of action.

**Program/Project Administration:** Ability to administer and manage a component of a broad program or project. Ability to maintain program/project databases, schedules and reports. Ability to ensure accuracy of data. Ability to perform related administrative duties including coordination with other work units. Ability to research funding opportunities.

**Consultation:** Knowledge of the link between the program and the organizational strategic plan. Ability

to guide and collaborate with clients to execute program

activities. Ability to make decisions within the boundaries of established program policy and procedure. Ability to follow up with colleagues and resource providers to resolve issues.

**JOURNEY**

**Professional Knowledge:** Knowledge of program policies, procedures, technology, best practices and their theoretical bases. Ability to interpret and apply a variety of interrelated policies, procedures, and programs for clients and to address clients’ non-routine issues. Knowledge of new theories, trends, laws or precedents demonstrated by recommending and implementing improvements or necessary changes to policies, procedures and/or program(s). **Program/Project Administration:** Ability to administer and/or manage a program with established guidelines and standards in its entirety or to administer

several components of a multi-faceted program. Ability to ensure program/project accountability. Ability to

define scope, goals, tasks, deliverables, timelines, tools,

**Information Analysis and Decision-Making:** Ability to gather, organize and analyze program information, data and/or financial information. Ability to review, examine and prepare documents. Ability to make recommendations based on the results of that information. Ability to identify, recognize and resolve problems that have established guidelines and precedents.

**Communication and Marketing:** Ability to establish and maintain productive and collaborative professional work relationships with clients and respond to questions within policy and procedure guidelines in assigned area(s). Ability to use concepts and language that are easy for others to understand. Ability to use active listening to assure mutual understanding through shared information and viewpoints.

**Leadership:** Ability to provide leadership in the coordination and/or administration of a program. Ability to serve as a member of a program/project team and assist in developing project solutions. Ability to serve as a team leader. Ability to promote program goals and objective.

**Information Analysis and Decision-Making**: Ability to analyze business operations and/or financial statements for overall program administration. Ability

to develop initiatives to meet program/project needs and objectives. Ability to assess and resolve unprecedented problems that require research and review of policy and

procedures for the program or assigned components.

Ability to resolve problems or compliance issues, based on delegated authority.

**Communication and Marketing:** Ability to maintain and enhance professional relationships to increase credibility for building support and reaching consensus

when explaining and interpreting program policies and

procedures within assigned area(s). Ability to convey sensitive information or decisions to clients. Ability to

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and resources. Ability to assess the needs of the work unit or project. Ability to determine any gaps, and recommend changes in procedures, workflow and work assignments to improve efficiency and effectiveness in performance of individuals and the work unit as a whole. Ability to develop and monitor program/project databases, schedules and reports.

**Consultation:** Ability to advise and collaborate with clients, program participants, and others to resolve difficult issues in assigned program area(s). Ability to identify trends. Ability to recognize the impact of policies, procedures, and laws. Ability to apply knowledge and understanding of program culture, issues, and work relationships to address situations. Ability to share knowledge and critical thinking process. /or programmatic issues in assigned area(s).

**ADVANCED**

**Professional Knowledge:** Knowledge of program policies, procedures, technology, best practices and their theoretical bases, demonstrated by the ability to relate programs to strategic plan to address complex or sensitive issues affecting clients. Knowledge of the inter-relationship of all program areas. Ability to focus management on more strategic programs. Ability to serve as the program/project expert.

**Program/Project Administration:** Ability to manage several and/or multi-faceted program(s) or project(s) in their entirety. Ability to lead and facilitate teams,

workgroups or assigned staff. Ability to conduct

research and development. Ability to take initiative in strategic planning and change management efforts. Ability to develop, implement and evaluate program(s)/project(s). Ability to establish goals and objectives of program(s)/project(s). Ability to set appropriate deadlines.

**Consultation:** Ability to advise and negotiate with clients to address dynamic issues which require an in- depth understanding of the program/organizational culture, issues and work relationships. Ability to resolve complicated, sensitive, or unusual problems of an individual or systemic nature. Ability to guide and coach clients, co-workers, and/or subordinates in evaluating and resolving the most complex operational issues, often in overlapping program areas.

work toward mutual resolutions that are in the best interests of the organization and across organizational lines. Ability to promote and market assigned area(s) and persuade clients of the needs and beneficial outcomes of the program. Ability to plan and implement marketing strategies and functions**.** Ability to apply creativity to development of strategies and functions.

**Leadership:** Ability to develop and manage a program/project plan. Ability to provide consultation

on issues and requests from clients. Ability to consult

with higher-level professionals to discuss alternative solutions. Ability to supervise staff. Ability to develop and implement short-term strategies consistent with program goals.

**Information Analysis and Decision-Making:** Ability to prepare and analyze overall business operations and matters pertaining to the program area. Ability to develop long ranges objectives for the strategic planning process. Ability to analyze and resolve

unprecedented issues and problems independently using input from and collaboration of external sources.

Ability to serve as a resource for others in resolving issues and problems. Ability to anticipate problems,

project probable outcomes and potential impact on policy or program. Ability to develop resolution

strategies.

**Communication and Marketing:** Ability to cultivate professional relationships with all levels of the program/organization, internal and external. Ability to take the initiative in difficult situations. Ability to encourage others in complex and sensitive situations to reach a mutually agreeable resolution that achieves business goals and maintains positive work relationships across the organization. Ability to coordinate and manage communication efforts conveying difficult, crucial, and/or controversial decisions.

**Leadership:** Ability to provide program/project leadership in planning and organizing the work of others. Ability to work collaboratively to manage issues. Ability to evaluate and recommend resource needs. Ability to consult with senior level decision- makers on an on-going basis.

**MINIMUM TRAINING AND EXPERIENCE:** Bachelor’s degree and one year of experience related to the area of assignment; 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.