



City of Phoenix

## Program Manager

Job Code:	08600	Job Function:	Administration
Salary Plan:	001	Grade:	068
FLSA:	Exempt	Labor Assign:	ASPTEA
Benefit Cat:	007	EEO-4:	Professionals
SOC:	11-1021.00	Last Revision:	December 2023

*This description shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the examples of typical functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.*

### **DEFINITION:**

The fundamental reason this classification exists is to apply strategic leadership for overseeing and coordinating a portfolio of related projects within a Department. This multifaceted role involves planning, executing, and closing projects to ensure they align with the Department's objectives and goals. Program Managers act as the central point of contact, facilitating communication among project teams, stakeholders, and senior management. They play a crucial role in resource allocation, budget management, and risk mitigation. Additionally, Program Managers are instrumental in fostering collaboration, resolving conflicts, and maintaining a holistic view of the entire program to ensure its success. With a focus on efficiency and effectiveness, Program Managers navigate complex landscapes to deliver high-impact outcomes and contribute to the overall success and growth of the Department.

### **DISTINGUISHING FEATURES OF THE CLASS:**

The increased responsibility and difficulty of assignments differentiate this class from Project Manager.

### **SUPERVISION RECEIVED/GIVEN:**

Supervision is generally received from a Middle Manager or Executive level position within the Department. Some positions supervise other professional or paraprofessional staff.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only):**

- Lead the planning, development, and implementation of diverse programs within the department, ensuring alignment with organizational goals and priorities.
- Monitor program performance and make recommendations for continuous improvement.
- Collaborate with internal and external stakeholders to gather input, assess needs, and identify opportunities for program enhancement.
- Coordinate and manage multiple projects simultaneously, ensuring that timelines and deliverables are met.
- Facilitate communication and collaboration among project teams, stakeholders, and partners.



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- Identify and mitigate risks, troubleshoot issues, and proactively address challenges to keep projects on track.
- Develop and manage program budgets, ensuring fiscal responsibility and compliance with financial policies.
- Monitor expenditures, identify cost-saving opportunities, and prepare regular budget reports for department leadership.
- Stay informed about relevant laws, regulations, and policies affecting program and project implementation.
- Ensure that programs and projects comply with all applicable legal and regulatory requirements.
- Prepare staff work schedules and assign specific duties.
- Perform personnel functions, such as selection, training, or evaluation.
- Maintains regular and reliable attendance
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

### **REQUIRED KNOWLEDGE AND ABILITIES:**

#### Knowledge of:

- Principles and practices of public administration
- Comprehensive understanding of project and program management methodologies
- In-depth knowledge of industry best practices and standards specific to the program area
- Familiarity with relevant legal and regulatory requirements specific to the program area
- Proficiency in project management software and tools
- Understanding of budgeting and financial management principles
- Knowledge of risk management and mitigation strategies
- Awareness of current trends and developments in the field

#### Ability to:

- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar
- Communicate orally in the English language with other employees, stakeholders, and customers by phone and in a group setting
- Comprehend and make inferences from material written in the English language
- Learn job-related material through oral instruction, observation, structured lecture, and reading in the English language
- Know, understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines



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- Effectively represent the department and the City in meetings with individuals; governmental agencies; community groups; various business, professional, and regulatory organizations
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities
- Effectively enter data and use computer systems, software applications, and modern business equipment to perform a variety of work tasks
- Work safely without presenting a direct threat to self or others

### **Additional Requirements:**

- Some positions require the use of personal or City vehicles on City business. Individual must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

Bachelor's degree in Public Administration, Business Administration, Project Management, or a related field and five years of professional experience in program and project management, preferably within a government or public sector environment. Other combinations of experience and education that meet the minimum requirements may be substituted.