

**City of San Jose
Program Manager II (8076)**

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Director, Deputy, Division Manager	Exempt

CLASS SUMMARY:

Incumbents are responsible for managing a continuing major operational program or multiple programs within a department (versus a project with a start and end date). May manage a citywide program comprised of interdepartmental teams or customers, or manage a program that typically requires education and background in more than one technical field (such as IT and Engineering).

DISTINGUISHING CHARACTERISTICS:

Program Manager II is the second level of a two level program management series. Program Manager II is distinguished from Program Manager I in that it has two or more supervisory subordinates reporting to it and/or has responsibility for multiple outside contracts and/or is responsible for integrated City-wide program activities whose goals, objectives, and policies have considerable impact. Program Manager II requires more experience, including prior program management experience, and has influence on executive level management decisions. Program Manager II may require education and experience in more than one technical field (such as IT and engineering, IT and building maintenance, or engineering and maintenance) in addition to program/administrative experience, whereas Program Manager I more typically requires technical knowledge and experience in a single field combined with administrative experience. Program Manager II is also distinguished from Sr. Architect or Sr. Engineer in that incumbents of the former may manage incumbents of the latter.

Training and Experience (positions in this class typically require):

Bachelor's Degree in a related field and six years of directly related experience, including two years of supervisory experience and one year managing a major project or program; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Prior formal training in project management and process mapping is highly desirable.

Licensing Requirements

Some positions may require licensing.

Basic Knowledge, Skills and Abilities

(Needed at entry into the job in order to perform the essential duties.)

- Leadership and management principles;
- Theories, principles and practices common to program area;
- Related program procedures and policies;

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- Basic accounting and budgeting principles and procedures;
- Training and evaluation techniques;
- Marketing and promotion strategies and trends;
- Program evaluation methods;
- Analytical techniques and principles;
- Research and analysis methods, including cost-benefit analysis;
- Human resources practices and principles;
- Administrative policies and procedures;
- Group dynamics and diversity issues.

Desirable Qualifications

(Knowledge, skills and abilities; licenses, certificates, education, experience that is more position specific and/or likely to contribute to more successful job performance.)

- Preparing and giving presentations to executives, the public and top levels of management;
- Establishing program standards;
- Conducting and facilitating meetings;
- Monitoring and evaluating staff and volunteers;
- Assessing and analyzing needs of community or program area;
- Planning, developing and evaluating major programs;
- Developing relationships with other agencies or groups;
- Developing, implementing and administering sizeable budgets;
- Preparing written reports;
- Organizing multiple tasks simultaneously;
- Using computers and related software;
- Excellent communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FRE-QUENCY*
1.	Supervises program staff by hiring, selecting, training, evaluating, disciplining and making work assignments. May also coordinate and supervise the work of program or project teams comprised of individuals in a variety of organizations or agencies in order to achieve desired results.	Daily 15%
2.	Plans, implements and manages department programs and operations ensuring efficient utilization of resources.	Daily 20%

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DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FRE-QUENCY*
3.	Plans and administers sizeable budgets to include expenses and revenue.	Varies 10%
4.	Performs outreach and public relations to public to provide information about programs.	Varies 10%
5.	Plans and implements goals, objectives and guidelines to establish effective program operation policies and procedures.	Varies 10%
6.	Collaborates and coordinates with other governmental agencies, businesses, and organizations ensuring efficient and appropriate delivery of services and programs	Varies 5%
7.	Represents program area to outside agencies and professional groups to build and maintain positive working relationships.	Varies 5%
8.	Provides conflict resolution and customer service.	Varies 5%
9.	Prepares and implements program work plans and capital improvements.	Varies 5%
10.	Negotiates and administers contracts and agreements with vendors, agencies and contractors.	Varies 5%
11.	Researches and analyzes programs to improve efficiency and effectiveness.	Varies 5%
12.	Provides advice and consultation to program supervisors, coordinators and staff demonstrating expertise in area of assignment.	Varies 5%
13.	Performs other duties of a similar nature or level.	As Required

*Frequency defined as %, (totaling 100%) or "Continuous" (daily or approximately 20%+), "Frequent"(weekly or approximately 15%+), "Occasional"(monthly or approximately 10%+), "As Required"(Intermittent or 5% or less)

Physical Requirements:

Positions in this class typically require: fingering, grasping, talking, hearing, seeing, and repetitive motions.

Incumbents may be subjected to moving mechanical parts, fumes, odors, dusts, gases, chemicals, and oils.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move

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objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

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