



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
PROGRAM OFFICER III	35	B	7.643
PROGRAM OFFICER II	33	B	7.647
PROGRAM OFFICER I	31	B	7.649

SERIES CONCEPT

Program Officers administer a program or major component of a program by planning, coordinating and managing services and activities in accordance with legal and regulatory requirements and established program performance standards and objectives. Incumbents make decisions that significantly impact program direction and participants or clients and must determine the process required to achieve results within resource constraints.

Recommend, interpret, implement and disseminate regulations, policies and procedures related to program operations; and review amendments to applicable laws and regulations and incoming policy or procedural information for interpretation and distribution.

Research, develop, recommend and implement long term plans to enhance and maximize services provided; evaluate the success of the program and adapt to changes in funding, eligibility requirements and production/processing elements of the program.

Provide specialized information and services and serve as the technical expert regarding the assigned program services, activities and requirements; provide information, either verbally or in writing, to other State and federal agencies, management, department staff, program participants and the general public to ensure understanding and compliance; explain and apply laws, regulations, policies and procedures, and resolve high-level customer service issues and complaints; may develop and conduct presentations before State and federal agencies, management, program participants and/or other stakeholders as required.

Monitor program activities through on-site visits and/or the review of reports and records to ensure compliance with federal and/or State laws; evaluate and recommend changes to provider eligibility, client needs, vendor requirements, or identify client abuse or fraud; identify and project demographic and economic trends; conduct studies related to assigned program area; evaluate information and prepare reports requiring a thorough analysis of data and make recommendations on a course of action or problem resolution.

Conduct training and/or provide technical assistance for program participants and/or staff; write, revise and/or recommend the implementation of procedural manuals or program documentation; conduct ongoing clientele needs assessment and program evaluation by collecting and analyzing data.

Oversee the collection, maintenance and organization of required program records and documentation; prepare and ensure distribution of statistical, financial and narrative reports and summaries; and prepare information for management concerning program activities in order to make budget requests, identify problem areas, recommend solutions or facilitate policy decisions.

May supervise professional, technical or administrative staff to include performance evaluations, work performance standards, scheduling, work assignment and review, training and discipline.

Perform related duties as assigned.

PROGRAM OFFICER III
PROGRAM OFFICER II
PROGRAM OFFICER I

35 **B** **7.643**
33 **B** **7.647**
31 **B** **7.649**

Page 2 of 6

DISTINGUISHING CHARACTERISTICS

Programs are characterized by a sequence of operations providing direct services to entities such as individuals, groups, or other agencies. Programs are funded by the State, federal government, other granting agencies, or are self-supporting. The program requires detailed work plans, guidelines, and program performance standards and objectives for providing services, eligibility requirements, recordkeeping and financial reporting, and evaluation of program success.

Program Officers are professionals who are responsible and accountable for the activities of their work units. Incumbents delegate the routine processing of program documents, data entry and retrieval, and responses to routine inquiries to subordinate staff. Program Officers exist to administer a program or major component of a program, resolve problems, and diplomatically represent the program to the media, the public, and/or other agencies when important information needs to be disseminated or sensitive issues arise.

Program Officers are distinguished from Administrative Assistants in that they have direct accountability for the management of their program area and responsibility and authority to take action and make decisions within the program area, and a preponderance of time is spent on non-clerical duties. The focus of the work of Program Officers is on organization, administration and evaluation of a complex sequence of steps required to provide services to a specific clientele or programmatic area. Administrative Assistants prepare and maintain records, forms and other program related documentation in support of professional staff; follow established policy, procedures and direction of professional staff. In some instances they may be delegated operational responsibility for certain aspects of a program; however, the decision-making and authority to take action is the responsibility of the Program Officer.

Program Officers are distinguished from Management Analysts by the concentration and scope of analytical work performed by positions in the Management Analyst series. Management Analysts conduct studies, research and analysis of management and administrative areas such as budgeting and financial analysis; departmental operations including policies and workflow; legislative analysis; management research; and statistical and informational analysis. Incumbents make recommendations and implement new or revised procedures and systems. The focus of the work is research and analysis rather than program administration.

Program Officers are distinguished from Social Services Program Specialists in that Social Services Program Specialists perform administrative and professional work in conjunction with the administration of statewide public assistance, medical assistance, or social services programs. Social Services Program Specialists are primarily focused on program administration functions which include interpretation of regulations and laws, development of program policies and procedures, quality assurance and quality control, preparation of statistical and narrative reports for federal and State entities and division/department management and development and enhancement of automated systems that support program operations.

Although Program Officers typically have some responsibility for budget preparation, grants monitoring and financial reporting, this is not the focus of their work. Positions that are dedicated to fiscal activities such as accounts receivable, accounts payable, grants management, monitoring budget balances and/or preparation and maintenance of agency budgets should be allocated to an accounts maintenance, grants analyst or financial management class.

ALLOCATION OF POSITIONS

Allocation of positions to a level within the series is determined by a review of the nature and complexity of work performed; the knowledge, skills and abilities required; independence/supervision received; scope of responsibility/consequence of error; authority to take action/decision-making; and personal contacts necessary to complete work.

PROGRAM OFFICER III	35	B	7.643
PROGRAM OFFICER II	33	B	7.647
PROGRAM OFFICER I	31	B	7.649

Page 3 of 6

ALLOCATION OF POSITIONS (cont'd)

Specific considerations in allocating Program Officer positions include program size in terms of program budget, clientele, and number and distribution of locations served; number and type of subordinate positions; interagency coordination and cooperation; federal regulation; multiple funding source accountability; program participation fees/funds/monies received/dispensed; number and types of legislatively mandated reports; public and legislative liaison duties; and the role of the program in relation to the overall agency mission. All factors are evaluated in the allocation process, and the level is determined by the duties of the position as a whole. Incumbents may be assigned supervisory responsibility at any level in the series, but this responsibility does not, by itself, warrant allocation to a higher level.

CLASS CONCEPTS

Program Officer III: Under administrative direction, incumbents perform the full range of duties described in the series concept. Incumbents are responsible for administering a large and complex program which affects a significant number of people on a continuing basis; develop, revise, recommend, and implement changes to work plans, program performance standards and objectives for providing services, and eligibility requirements as permitted by program regulations and guidelines; ensure compliance with State, federal and/or other granting agencies rules and regulations; and draft laws, rules and/or regulation changes.

Positions allocated to a singular large, complex program may supervise subordinate staff; however, positions that are responsible for multiple sub-program areas must supervise professional staff which may include subordinate Program Officers or supervise a large support staff through at least one subordinate supervisor.

In addition to specific considerations outlined in the allocation of positions, this class is distinguished from the Program Officer II class by its increased latitude in decision making resulting from coordinating broad nonspecific rules and/or regulations.

Program Officer II: Under general direction, incumbents perform the duties described in the series concept. Incumbents administer one or more programs or a major component of a large, complex program which affects a more targeted number of customers or clients; revise, recommend, and implement changes to work plans, program performance standards and objectives for providing services, and eligibility requirements as permitted by program regulations and guidelines.

Positions allocated to a singular program may supervise subordinate staff; however, positions that are responsible for multiple sub-program areas must supervise one or more subordinate Program Officers or technical/administrative support staff performing duties of a more routine/technical nature.

Program Officer I: Under limited supervision, incumbents perform the duties described in the series concept either statewide or within a formally established region/district. Incumbents recommend and implement changes to work plans, program performance standards and objectives for providing services, and eligibility requirements as permitted by program regulations and guidelines; and may train, supervise, and evaluate the performance of subordinate staff and/or a staff consisting of several students, volunteers and/or contract staff.

Incumbents are distinguished from higher level Program Officers in that they administer a program or a program component of limited scope, within established parameters, and have limited authority to change program requirements and operations.

PROGRAM OFFICER III
PROGRAM OFFICER II
PROGRAM OFFICER I

35 **B** **7.643**
33 **B** **7.647**
31 **B** **7.649**

Page 4 of 6

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances.
- * Some positions require a valid driver's license or evidence of equivalent mobility at the time of appointment and as a condition of continuing employment.
- * Some positions require a State of Nevada/FBI fingerprint based background check as a condition of appointment and as a condition of continuing employment.

INFORMATIONAL NOTES:

- * Some positions may require agency specific experience which will be identified at the time of recruitment.
- * Some positions may require additional certifications at the time of appointment and as a condition of continuing employment, which will be identified at the time of recruitment.

PROGRAM OFFICER III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business or public administration, or other discipline related to the program assignment and two years of professional experience in planning, coordinating or administering a program which included interpretation of laws and regulations; development of program policy and procedures; development and implementation of program performance standards and objectives for providing services; and development and implementation of eligibility requirements; **OR** graduation from high school or equivalent education and four years of professional experience as described above; **OR** one year of experience as a Program Officer II in Nevada State service; **OR** an equivalent combination of education and experience as described above. (*See Special Requirements and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: research techniques sufficient to collect, analyze, interpret and report data in both a narrative and statistical format; principles and practices of funding sources and administrative techniques for delivery of programs. **Ability to:** motivate others to effective action; coordinate diverse activities to ensure completion of projects, tasks and assignments; work within specific agency programs or operations, policies and procedures affecting assigned work; participate with management in the development of short and long range goals and objectives; prepare clear, concise, effective presentations using presentation software; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: purpose, goals, rules and regulations of the program administered. **Working knowledge of:** State budgetary and legislative processes; management concepts and practices as applied to public administration; organizational structure, policies and administrative procedures of the State agency. **Ability to:** make independent judgments and decisions in the application and explanation of laws and regulations or policies and procedures; use initiative and independent judgment within general policy guidelines; analyze information/situations, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations; evaluate programs to determine their effectiveness in meeting goals and objectives and develop and implement program modifications; plan, organize, and direct the activities of varied program functions to accomplish established goals and optimize efficiency; plan, monitor and evaluate program goals and objectives and service delivery effectiveness in the programmatic area to which assigned; read, interpret, apply and explain pertinent laws, statutes, codes, regulations and standards including administrative and departmental policies and procedures; evaluate programs to determine their effectiveness in meeting goals and objectives and develop and implement program modifications; analyze, research, develop and implement improved operational work methods

PROGRAM OFFICER III	35	B	7.643
PROGRAM OFFICER II	33	B	7.647
PROGRAM OFFICER I	31	B	7.649

Page 5 of 6

MINIMUM QUALIFICATIONS (cont'd)

PROGRAM OFFICER III (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (cont'd)

consistent with program requirements, State regulations, pertinent laws and departmental policies; communicate verbally to explain decisions, services, or programs or to resolve problems through cooperative negotiations. **Skill in:** preparing and presenting public presentations.

PROGRAM OFFICER II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business or public administration, or other discipline related to the program assignment and one year of professional experience in planning, coordinating and administering a program which included interpretation of laws and regulations; development of program policy and procedures; development and implementation of program performance standards and objectives for providing services; and development and implementation of eligibility requirements; **OR** graduation from high school or equivalent education and three years of professional experience as described above; **OR** one year of experience as a Program Officer I in Nevada State service; **OR** an equivalent combination of education and experience as described above. (*See Special Requirements and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: terminology, acronyms and subject matter relative to assigned program; the purpose, goals, and regulations of the program administered; administrative principles and practices, including goal setting, program development and implementation; program organization, planning and evaluation; research techniques, data collection, analysis and report preparation; budgetary practices and terminology. **Ability to:** identify programmatic and operational problems, investigate and evaluate alternatives and implement effective solutions; resolve problems and obtain cooperation from others; interpret, apply and explain applicable laws, regulations, policies and procedures and apply interpretations to specific situations; analyze, evaluate and solve procedural problems; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(*These are identical to the Entry Level Knowledge, Skills and Abilities required for Program Officer III.*)

PROGRAM OFFICER I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business or public administration, or other discipline related to the program assignment; **OR** graduation from high school or equivalent education and two years of para-professional program support experience equivalent to an Administrative Assistant III in Nevada State service which required the application of State and/or federal laws, policy and procedures; reviewing documents prepared by others for program compliance determinations; or preparing reports which summarize financial and statistical information; **OR** an equivalent combination of education and experience as described above. (*See Special Requirements and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: methods and practices used in developing and presenting information; English grammar, spelling and punctuation sufficient to compose reports and business correspondence; basic mathematical computation. **Ability to:** analyze and interpret policies, regulations and technical materials; compose clear, grammatically correct and concise written communications such as responses to inquiries, narrative reports and instructional materials and other written materials; contribute effectively to accomplish team or work unit goals, objectives and activities; effectively interact and communicate with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds;

PROGRAM OFFICER III
PROGRAM OFFICER II
PROGRAM OFFICER I

35 **B** **7.643**
33 **B** **7.647**
31 **B** **7.649**

Page 6 of 6

MINIMUM QUALIFICATIONS (cont'd)

PROGRAM OFFICER I (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (cont'd)

independently analyze and resolve problems and determine appropriate action and implement solutions; communicate verbally to explain decisions, services, or programs or resolve problems through negotiation; establish and maintain effective working relationships with those contacted in the course of work assignments; contribute ideas and assist management in the development of short and long range goals and objectives; develop and implement program components and services; supervise assigned staff. **Skill in:** operation of a personal computer to effectively input, retrieve and manipulate data. (*See Special Requirements and Informational Notes*)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(*These are identical to the Entry Level Knowledge, Skills and Abilities required for Program Officer II.*)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>7.643</u>	<u>7.647</u>	<u>7.649</u>
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