



## PROGRAM SPECIALIST

**CLASS SUMMARY:** Under supervision, employees perform specialized complex program assistance and a variety of program support duties for assigned program area(s). Requires specialized knowledge and experience in program or operational area; assists in collecting, organizing and preparing detailed program information, research, studies, and reports; and performs related duties as assigned.

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

1. Monitors compliance of applicable internal and external requirements associated with program operations.
2. Provides complex and specialized clerical and administrative activities in support of program operations.
3. Provides internal and external customers with technical assistance and information pertaining to program area(s).
4. Gathers and assembles data involving limited variables; performs structured mathematical and statistical calculations; performs comparative analyses of technical data.
5. Assists in providing management /supervisory staff with complex technical administrative reports and presents routine level recommendations pertaining to assigned program area.
6. Assists in conducting research studies or performs independent research.
7. Assists in updating policy and procedure manuals for assigned program.
8. Participates in the technical phases of special studies, surveys, investigations and research projects; prepares graphic charts.
9. Surveys applicable program practices in other jurisdictions.
10. Assists in preparing proposals for new and adjusted services to include finance, staffing and organization requirements.
11. Updates and maintains program forms.
12. Performs a variety of duties related to special assignments and projects.

LANE COUNTY  
Program Specialist (Continued)

**Knowledge of** (position requirements at entry):

- Assigned program area(s).
- Functions of program area.
- Computers and computer applications.
- Report writing methods and techniques.
- Effective public information and relations techniques.
- Basic record keeping principles.
- Applicable Federal, State and Local laws and regulations.
- Culturally competent practices.
- Public Relations principles.
- Area resources.

**Ability to** (position requirements at entry):

- Supporting program administration.
- Assisting in research studies and preparing reports.
- Running, monitoring and updating reports.
- Exercising judgment and discretion.
- Analyzing situations and adopting an effective course of action.
- Establishing and maintaining effective working relationships with those contacted in the course of work.
- Communicating clearly and concisely, both orally and in writing.
- Multi-tasking; setting priorities and timelines; meeting deadlines.
- Working independently and as a team player.
- Operating a computer and applicable program applications.

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

High School Diploma or GED supplemented by coursework in Public Administration or Program area and three years of progressively responsible support experience related to program(s); or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. AA preferred.

**Licensing Requirements** (positions in this class may require):

- Oregon Driver's License

**NOTE:** The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

**Classification History:**

Prepared by: Lane County Human Resources (CT) Date: 8/09/07  
Classification and grade (Job Code N3033) approved on August 29, 2007 by Lane County Board Order 07-8-29-17.  
FLSA Status: Non-Exempt