

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Program Specialist II

CLASS CODE: 1691

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification facilitate and monitor program operations and act as liaisons in order to provide quality service programs to the City of St. Louis.

DISTINGUISHING CHARACTERISTICS:

This is an advanced-level clerical classification in the General Administrative Series – Program Administrative Group job family within the City of St. Louis. Incumbents within this classification perform moderately complex duties with a variety of related tasks. The distinguishing characteristics of this classification within the series include assisting in the planning and coordination of operations of department programs.

Incumbents work under general supervision. While workers require some supervision in most assignments, they are free to develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks.

This is an individual contributor class, meaning the incumbent may be responsible for his/her own work including output, quality and timeliness. Incumbents may, however, explain work processes and train others, such as new employees, in the same or similar job title. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Monitors program participants/recipients to ensure quality service is rendered and assesses additional needs. Monitors operations of program to ensure compliance with stipulations of grants.

Documents problems with vendors, sites, and programs; reports on emergencies and works to resolve problems.

Provides continuous support to program participants to identify gaps in services; reports on emergency situations.

Facilitates various focus groups.

Maintains data on programs, vendors and participants; analyzes data and submits in report form.

Coordinates meetings as a city representative; arranges meeting place, creates and sends notification, and prepares agenda.

Trains site personnel and provides technical assistance to providers.

Coordinates volunteer service program, which includes supervision, training and coordination of tasks.

Reviews monthly reports for accuracy; reviews reimbursement requests; gathers and organizes data, as requested.

Plans special events and programs.

May edit newsletter.

May provide office support on grants.

May supervise summer interns.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.

Human Interaction:

Requires the ability to provide guidance, assistance and/or interpretation to others, such as co-workers and the public, on how to apply policies, procedures and standards to specific situations.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a personal computer, adding machine, motor vehicle and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of advisory data and information such as activity and attendance reports, income eligibility forms, guidelines and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, and decimals.

Functional Reasoning:

Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objective.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against measurable or verifiable criteria.

Environmental Factors:

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to irate individuals poses a very limited risk of injury.

Physical Requirements:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five (5) to ten (10) pounds, such as training materials.

Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements:

Requires the ability to recognize and identify individual characteristics of colors, sounds, tastes, odors and textures associated with job-related objects, materials and tasks, such as evaluating quality of a facility.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.