

City of Bellingham  
**Classification Specification**

<b>CLASS TITLE</b>	Program Specialist
<b>DEPARTMENT</b>	Interdepartmental
<b>UNION:</b>	231, E-PLAN
<b>SG:</b>	S-6, E-10
<b>CS:</b>	N
<b>FLSA:</b>	N
<b>EE04CODE:</b>	PR

**NATURE OF WORK:**

Responsible for performing professional level, independent work within a specific program or departmental area. Possesses comprehensive program knowledge and serves as a functional resource for the program.

**DISTINGUISHING CHARACTERISTICS:**

The Program Specialist is the second level in a three-level program classification series. The Program Specialist is distinguished from the Program Technician by its professional level work, greater autonomy and responsibility for program development, including providing significant input into the overall program goals and objectives. The Program Specialist works independently to carry out the program goals. The Program Specialist is distinguished from the Program Coordinator classification by the latter's responsibility for a program of considerable complexity with significant interaction with external agencies.

**SUPERVISORY RELATIONSHIPS:**

Reports to various supervisors or managers depending upon department and program. May supervise employees, interns, volunteers, extra labor or temporary employees as assigned.

**ESSENTIAL FUNCTIONS:**

1. Works to achieve program goals and requirements by reviewing and analyzing services and performance. Develops procedures and action plans to meet goals.
2. Performs analytical research and reports in the area of expertise for staff and citizen groups.
3. Creates program or system service applications, when necessary, and maintains program databases, files, and records related to the program area.
4. May assist in the preparation of grants to obtain funding for projects.
5. Provides advice and analysis on the conduct, operation and fiscal aspects of the program.

6. May provide training and direction to other staff members or interns. Develops and prepares reports, presentations and/or informational programs.

Depending on areas of responsibility, duties may include:

1. Meets with victims of domestic violence and other crimes to provide support, referral and information regarding victim's rights, options and rights under the legal system. Conducts victim assessment interviews to collect and document information. Makes recommendations to the Police department and prosecutors regarding victim's ability to assist with prosecution.
2. Develops and carries out a variety of activities to promote employee wellness. Works with a wellness committee to develop an annual wellness plan, performs needs assessments, designs programs and activities to meet these needs and evaluates activity and program results.
3. Assists in the development and implementation of the Public Works education and information programs such as water resources and environmental programs for public school students and the general public. Evaluates and recommends modification of programs to manager.
4. Develops and implements the Americans with Disabilities Act (ADA) to ensure City's compliance with laws and regulations. Coordinates plan updates and the training programs related to accessibility and sensitivity towards persons with disabilities.
5. Performs field investigation and documentation of alleged municipal code violations. Works with citizens and City personnel to resolve compliance problems. Issues citations when necessary. Coordinates efforts with various City departments to ensure uniformity of interpretation and that appropriate action is taken regarding violations.

**ADDITIONAL WORK PERFORMED:**

1. May supervise employees, interns, volunteers, extra labor or temporary employees. May include training, assigning and reviewing work, conducting performance appraisals and carrying out personnel actions as assigned.
2. Performs related duties within the scope of the classification.

**PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):**

Knowledge of:

- Federal, state and local program-related codes and regulations, policies and procedures.
- Thorough knowledge of the department and the technical functions, operations, principles and practices of the discipline or program area.
- Working knowledge of effective project management techniques.

Skill in:

- Excellent oral communication skills and ability to work with citizens, co-workers and other City employees using courtesy, tact and good judgment. Some positions require skill in public speaking.
- Good skills in planning and organizing, problem solving and decision making.
- Proficiency in advanced computer applications specific to the program area.
- Skill providing good customer service to internal and external customers.
- Excellent written communication skills for producing a variety of reports, analyses and recommendations.
- Strong time management skills to effectively organize and complete multiple assignments with competing priorities.
- Supervisory skill including the ability to delegate work and plan, organize and evaluate the work of others.

Ability to:

- Ability to conduct self at all times in an ethical, professional and respectful manner.
- Work with diverse populations and to conduct self with poise and impartiality.
- Ability to evaluate, recommend and implement improvements to programs.
- Willingness and ability to maintain the strict confidentiality of personnel and program participant information.
- Ability to read, interpret and prepare documents to a high standard of accuracy and completeness.
- Ability to develop and maintain a working knowledge of department operations and procedures as well as pertinent federal, state, and local regulations and an awareness of the work of the department and City.
- Ability to handle several tasks simultaneously, work independently and to meet deadlines in an environment of frequent interruptions.
- Demonstrated ability to utilize standard computer programs for word processing, spreadsheets and to learn new applications.
- Ability to maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physically perform the essential functions of the job, including:
  - Frequently operate a computer and read a computer screen or typewritten page;
  - Frequently communicate verbally;
  - Stand or sit for long periods of time;
  - Move between work sites;
  - Occasionally transport objects weighing up to twenty-five (25) pounds
  - Individual positions may have additional physical requirements.

**WORKING ENVIRONMENT:**

Work is performed primarily in an office setting with extensive work performed at a computer workstation. Some positions require extensive field work including working outdoors in all weather conditions. May also require occasional travel.

**EXPERIENCE AND TRAINING REQUIREMENTS:**

- Bachelors degree in related field, AND
- A minimum of one year of experience in the program area required. Additional experience in the program area is desired.
- A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.

**NECESSARY SPECIAL REQUIREMENT:**

- Some positions may require a valid Washington State driver's license and good driving record. A three-year driving abstract must be submitted prior to hire for positions requiring a driver's license.

**PREPARED BY:** L. McGowan  
S. Mahaffey  
1/01

**REVIEWED BY:** \_\_\_\_\_  
Lorna Klemanski  
Director Human Resources

**REVISED BY:** Joint Classification Committee  
10/13