

# City of Bellingham

## Classification Specification

CLASS TITLE	Program Technician
DEPARTMENT	Interdepartmental
UNION:	E-PLAN
SG:	E-9
CS:	N
FLSA:	Y
EE04CODE:	PP

### **NATURE OF WORK:**

Responsible for performing advanced technical support activities and paraprofessional work to support a specific program area for a department or division. Possesses knowledge of the technical workings of a specific program or area of expertise and is responsible for the day to day operation of the program. Researches questions, investigates issues, evaluates program components and carries out program objectives under the direction of a manager or professional staff. Utilizes knowledge of the particular program to resolve problems and achieve goals.

### **DISTINGUISHING CHARACTERISTICS:**

The program classification series is distinguished from other series by its emphasis on work requiring specialized knowledge and expertise for a City program. The Program Technician classification is the first classification in a three-level program series.

The Program Technician classification is distinguished from the Program Specialist classification by its technical duties and paraprofessional level of work within a specific program area under the direction of a manager. The Program Specialist is a professional level position with greater autonomy and responsibility for program development, including providing significant input into the overall program goals and objectives.

### **SUPERVISORY RELATIONSHIPS:**

Reports to various managers, depending upon department and program. May receive direction from professional staff. May oversee the work of lower classified staff, interns, extra labor or temporary employees.

### **ESSENTIAL FUNCTIONS:**

1. Performs advanced administrative and technical assignments in support of assigned program area; uses appropriate analysis and information-gathering processes to obtain required information; performs analyses and summarizes findings; makes recommendations and assists in implementing program goals and objectives; coordinates program activities with other City staff and outside agencies.
2. Provides direct services to employees and/or citizens with an emphasis on customer service. Responds to requests for information and provides specialized technical and/or

administrative assistance, support and problem resolution within a specific program area.

3. Prepares a variety of technical and/or statistical documents, reports, correspondence, memoranda, contracts, policies, procedures, agenda and other documents and materials ranging from routine to complex; creates forms, charts, tables and spreadsheets involving data manipulation; reviews documents for accuracy and compliance with program and City requirements.
4. Performs a variety of accounting duties related to budgeting, auditing, program revenue and expenditures or grant compliance. Monitors, tracks and ensures compliance with program requirements and established fiscal policies and procedures.
5. Conducts research, analyzes data, makes recommendations based on findings and drafts policy and procedure documents to address identified program or project needs and issues. Implements new or existing statutory requirements of program area.
6. Assesses, collects, compiles, reviews, audits and enters statistical, technical or confidential information into software programs. Synthesizes data or makes recommendations based on information obtained.
7. Serves as records manager for assigned program area; maintains and updates filing system; responsible for compliance with records maintenance rules, regulations and retention schedules.
8. Provides instruction and training to co-workers and support staff.

Depending on area of responsibility, duties may include:

1. Provides technical support to assist in the development of the City budget. Receives information from departments and divisions and prepares detailed reports on staffing, expenditures and program objectives.
2. Responds to public disclosure requests under the Public Records Act ensuring compliance with all legal requirements and applicable city policies.

**ADDITIONAL WORK PERFORMED:**

1. Performs related duties within the scope of the classification.
2. Represents department on various City committees or activities.

**PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS AND ABILITIES):**

Knowledge of:

- Knowledge of federal, state and local program-related codes and regulations, policies and procedures.
- Demonstrated advanced knowledge of the technical program area.

- Knowledge of research, interviewing and investigative methods.

Skill in:

- Strong customer service skills to work with a variety of personnel and citizens using tact, courtesy and good judgment.
- Strong skills in organization and planning, problem analysis, decision making, adaptability and flexibility.
- Strong literacy skills including reading, composition, knowledge of standard and business English usage, punctuation, spelling, grammar and formatting.

Ability to:

- Work independently to carry out the responsibilities of the position.
- Prioritize, delegate and review work assignments, including the ability to give written and oral instructions and motivate employees.
- Ability to communicate technical information in a clear manner to others in both verbal and written form.
- Utilize computerized information systems and proficient use of word processing, spreadsheet and database programs.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Result Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
  - Frequently operate a computer and read a computer screen or typewritten page;
  - Frequently communicate verbally;
  - Move between work sites;
  - Occasionally transport objects weighing up to twenty-five (25) pounds.

**WORKING ENVIRONMENT:**

Work is performed in an office setting with extensive work at a computer workstation.

**EXPERIENCE AND TRAINING REQUIREMENTS:**

- High school diploma OR a General Equivalency Diploma (GED), AND
- A minimum of two (2) years of experience in the program area. Some positions may require greater experience.
- College coursework in area of responsibility is preferred
- 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.
- Some positions may require state certification to perform work.
- Successful completion of background check required.

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