



PROGRAM ANALYST 2

0861

GENERAL DESCRIPTION OF CLASS

The PROGRAM ANALYST 2 administers an Oregon state program(s), authorizes the distribution of program funding, monitors local programs receiving funding and represents the program in public. Employees provide service to program recipients in their area of specialized expertise. They also research and develop factual data and revise program procedures to manage a complete program or process. Some positions do technical plan reviews to decide eligibility for program funding.

DISTINGUISHING FEATURES

This is the second of a four-level professional series. Employees administer a program(s) and handle technical problems or public relation issues as they arise. The scope and difficulty of problems require in-depth evaluation of program operations. The employee is responsible for adapting existing or creating new procedures to solve program issues. Program methods and guidelines are not clearly defined.

The scope and difficulty of problems involve adapting existing program methods or creating new procedures related to a specialized area **OR** the administration of a state program(s) including authorization of the distribution of program funding and monitoring local programs receiving funding differentiates this classification from the lower level.

The Program Analyst 2 is distinguished from the Program Analyst 3 by the lack of responsibility for developing standards of program operation for other organizations under the program's oversight or funding; **AND** directing projects that require the need for planning, including fund development, with other state agencies, local government, community organizations, or private sector businesses.

DUTIES AND RESPONSIBILITIES

The duties listed are characteristic of the type and level of work associated with this class. Individual positions may do all or some combination of the duties listed as well as other related duties.

1. Program Administration

Arrange for training to assist local agencies in starting a program; support program with increased technical advice until self-sustaining. Create program operational guidelines and procedures for use by state agencies, local jurisdictions, and community organizations. Develop outreach plans to market program or develop partnerships.

Locate new or more cost effective service providers; negotiate contract terms and conditions for program services and staffing. Identify and arrange for program resources; coordinate administrative processes to eliminate problems that may affect program services. Coordinate with volunteer agencies and community organizations to secure program staffing. Recommend program administrative budget and recommend adjustments to meet changing priorities. Monitor program budget expenditures. Research and identify program-related grant funding. Develop fund disbursement formulas. Oversee distribution of grant funds. Review requests for program funding; evaluate request against requirements. Evaluate studies, analyses or technical plans for cost effectiveness or feasibility; decide eligibility for program funding.

2. Program Monitoring

Monitor reports or other documents from program participants to evaluate program progress. Contact participants and give advice on correcting errors, and instruct on methods of obtaining compliance with program or funding requirements. Conduct on-site review of local agencies or service provider operations for compliance with and adherence to standards; identify operational strengths and weaknesses and needed corrective action. Coordinate the collection of or gather program service data, program outcomes and evaluate against program goals and objectives. Prepare written reports based on findings and recommend methods to improve program outcomes. Assess the quality and effectiveness of services, take action with service providers to correct deficiencies and improve services to target populations.

3. Program Representation

Work with program service providers to help them understand program guidelines and protocols. Interpret and explain program rules, regulations, policies and procedures. Work with community and agency partners to coordinate and improve planned services. Explain program processes and benefits; arrange for public presentations or coordinate training workshops; develop and present training in area of program expertise. Present program information at meetings and seminars. Represent program and serve as spokesperson to service organizations such as business leaders, policy makers, provider and professional organizations, or other stakeholder groups.

RELATIONSHIP WITH OTHERS

The Program Analyst 2 has regular contact with other state agency staff members, the public, individuals from local jurisdictions and other community organizations in writing, by telephone, and in person. Employees do this to plan program services, solve operational problems, promote and advocate for the program, effect compliance with program guidelines or train others. They occasionally contact individuals from the federal government or other funding organizations to obtain clarification on program guidelines and funding restrictions.

SUPERVISION RECEIVED

The Program Analyst 2 works under general supervision, and uses written standards either from the program funding source or the agency to guide their actions and decisions. These guidelines need interpretation and are not clearly defined. Within this framework the employee organizes and carries out their assignments with relative independence from supervision. Typically employees recommend program operational decisions, based on analysis and evaluation without assistance; then submit them to the supervisor for discussion and review. The supervisor reviews results for adequacy of coverage, factual development, and accuracy of presentation.

KNOWLEDGE AND SKILLS (KS)**General knowledge of:**

Business and management principles involved in planning, resource allocation, leadership technique, production methods and coordination of people and resources.
Principles and processes for providing customer and personal services such as customer needs assessment, meeting quality standards for services, and the evaluation of customer satisfaction.
Principles and techniques of training individuals and groups and the measurement of training effects.
Principles and methods of data collection, analysis and evaluation.
Common business record keeping methods.
Automated data systems and associated software such as spreadsheets, word processing or information tracking data bases.
Structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
Human behavior and performance; including individual differences in ability, personality and interests; learning and motivation.
Media production, communication and dissemination techniques and methods including alternative ways to inform through written, oral and visual media.

Basic knowledge of:

Methods and techniques of building community or business alliances and partnerships to leverage resources.
Principles, methods and techniques of community program development, implementation and monitoring.
Methods and techniques of grant writing.
Funding and grant sources related to the program area of assignment.

Skill to:

Apply the principles and processes of administering a service-based program.
Monitor and evaluate program operations typical to the area of assignment.
Talk to others to effectively convey information.
Actively look for ways to help people.
Give full attention to what other people are saying, take time to understand the points being made, ask appropriate questions, and not interrupt at inappropriate times.
Motivate, develop and direct people as they work and identify the best people for the job.
Communicate effectively in writing for the needs of the audience.
Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Decide how money will be spent to get the work done and account for those expenditures.
Identify complex problems and review related information to develop and evaluate options and implement solutions.
Select and use training or instructional methods and procedures appropriate for the situation when learning or teaching new things.
Manage one's own work time and the time of others.
Identify measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
Persuade others to change their minds or behavior to accomplish program objectives.
Consider the relative costs and benefits of potential actions to choose the most appropriate one.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 10/2005

Revised

STATE OF OREGON
Dept. of Administrative Services
Human Resource Services Division