

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE  
PROGRAM ADMINISTRATOR

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**DEFINITION**

Functions as the administrator of one of the Department for the Blind's four program areas with responsibilities for its operations and services; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Supervises and evaluates the work of subordinate staff; effectively recommends personnel actions related to selection, performance, leaves of absence, grievances, work schedules and assignments, disciplinary procedures, and administers personnel and related policies and procedures.

Develops program plan to include goals, objectives, policies, and procedures; determines financial and other resources, staffing requirements, evaluations, reporting procedures, and impact on program recipients.

Acts as agency spokesperson on matters covering agency programs and services; may review state and federal legislation and its impact on specific program area; keeps management informed of legislative and congressional issues.

Works to maintain and improve relationships with other agencies, community groups, other department components, and other state, local, or federal departments in order to improve decision making capability and better implement services in areas which may be controversial.

Participates with other program administrators in organizational and other matters which affect agency management; evaluates and resolves operational problems and prepares justifications for equipment, facilities, budget and staffing; regularly attends management planning and policy-making meetings and provides advisory services.

Promotes the department's program initiatives by serving in a leadership capacity.

Develops for review, administrative rules, legislative proposals, policies, and procedures required to manage agency programs or projects; determines the impact and informs other program administrators, consumers, and service delivery staff.

Collaborates in the development of policies and procedures and keeps employees informed of management goals and objectives as well as any changes that may occur in any procedures or methods.

Maintains contact with interest groups and other public and private organization and other government agencies through written communications which could include reports, letters, memos, and position papers.

Solves complex program or administrative problems by assessing various federal and state laws, rules and regulations, and developing solutions.

**COMPETENCIES REQUIRED**

Knowledge of the principles, theories, techniques and trends in public administration which would include financial and other resource management, supervision, labor relations, plan development, coordination, communication, and public relations.

Knowledge of the organizational structure, functions, procedures, and applicable regulatory requirements of the Department for the Blind.

Knowledge and understanding of the Department's philosophy of blindness.

Knowledge of and ability to develop alternative techniques of blindness.

Knowledge of the social, environmental, legal, technological, and political factors that impact the Department's programs, projects, and services delivered.

Knowledge of source materials, guidelines, and methods which can be used to resolve problems not always covered by precedents.

Knowledge of the Iowa General Assembly and United States Congressional legislative and governmental processes.

Ability to coordinate the people and other resources required to accomplish established objectives.

Ability to read and interpret federal and state laws, rules, regulations, and procedures in order to manage programs, projects or services and present solutions to problems.

Ability to present material in writing in a manner that will persuade, interpret, and inform a wide variety groups, persons, and clients.

Ability to speak to groups and individuals in order to persuade, interpret, and inform people with a wide variety of communication skills, interests, needs, and conflicting views.

Ability to solve program or project administration and governmental service delivery problems requiring evaluation of information from a variety of sources with few precedents.

Ability to see problems, situations, or people from different perspectives that allow opportunities for new or innovative solutions.

Ability to focus on the key elements of programs and projects.

Ability to develop and foster teamwork and motivate a group not bound by organizational authority.

Ability to adjust to change, work pressures or difficult situations without undue stress.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

Sufficient stability to respond to intensely emotional reactions, to adjust to work pressures, change, or difficult situations without being negatively impacted by stress.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from an accredited four year college or university and the equivalent of four years of full-time professional level experience such as program administration, development, management or operations;

OR

substitution of experience of the caliber and scope indicated above for the required undergraduate college education on the basis one year of qualifying experience is equivalent to one year of undergraduate education;

OR

substitution of twenty-four hours of graduate level course work in a special program curriculum such as Rehabilitation, Law, Education, Engineering, or Public or Business Administration for each year of the required experience to a maximum substitution of two years.

**NOTE:**

Positions in this class are exempt from the screening and referral requirements of the Iowa Department of Administrative Services – Human Resources Enterprise. Apply directly to the Department for the Blind.

Effective Date: 11/00 BLR