

Code: 1841

Title: PROGRAM SERVICES SPECIALIST

SUMMARY: Provides professional public affairs and outreach services to promote, market and increase public awareness in grant-funded, State or Federal regulated programs, services and contracts and their applicable guidelines, to include volunteer participation.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Develops, implements and monitors promotional activities related to the advertisement and/or marketing of grant funded programs or services;
Conducts program specific surveys and collects demographic data for analysis;
Develops feasibility studies and establishes reporting strategies to determine the environmental impact of a program, service or project;
Conducts public presentations to publicize program initiatives, solicit volunteers and responds to inquiries regarding program eligibility guidelines and requirements;
Composes written material such as educational brochures, reference handbooks and departmental or program newsletters;
Monitors subcontracting agency operations for contract and grant compliance obligations according to State and Federal guidelines and regulations;
Provides technical assistance to subcontracting agencies by interpreting and explaining contract obligations and applicable Federal, State and County regulations;
Conducts process improvement analyses and makes recommendations to division management;
Conducts on-site visits to monitor work operations, work safety and contract labor practices;
Documents and informs management of complaints or contractual non-compliance issues;
Facilitates use of volunteers in program activities, to include outreach, recruitment, training, monitoring and activity reporting;
Establishes and maintains automated database used for statistical reporting and tracking information to generate reports;
Monitors and tracks expenditures incurred as a result of providing services or initiatives to compile data and reports;
Participates in the preparation of the divisional or departmental budget by providing data on expenditures incurred related to projects;
May act as custodian of program related audio-visual materials;
May coordinate activities with other County departments or subcontracting agencies to provide program services.

KNOWLEDGE & SKILLS:

Knowledge of:

- applicable Federal, State and local laws, rules and regulations;
- community resources and social service agencies;
- collection and analysis of program survey and demographic data;
- principles and practices of effective written and verbal communications, particularly for public speaking;
- contract compliance and monitoring techniques;
- applications of automated information systems.

Skill in:

- encouraging awareness and motivating others in support of departmental programs through writing and oral presentations;
- organizing, coordinating, and implementing program services or activities;
- developing training materials and conducting presentations;
- use of automated information systems to track and produce data;
- interpreting and applying contract/grant rules, regulations and requirements.

MINIMUM QUALIFICATIONS:

A Bachelor's degree from an accredited college or university with a major in an area defined by the Appointing Authority at the time of recruitment. [Relevant professional/paraprofessional experience as defined by the Appointing Authority at the time of recruitment in the specialty area may be substituted for the educational requirement.]

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require possession of an appropriate category of Arizona Driver's License at time of appointment or prior to completion of an initial or promotional probation period.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.