

Program Manager – Job Description

Coordinates compliance activities for agencies concerning rules, regulations, and policies
Serve as the Project Administrator for agencies assigned (new performance measures)

Monitors and tracks the allocation for LIHEAP and CSBG programs and other funds provided to the department for program use

Prepares reports, and makes recommendations or determinations based on analysis

Ensures program compliance with federal, state, and local reporting requirements and requests

Recommends improvements to procedures related to the LIHEAP and CSBG forms, reporting, systems, and other potential areas in need of improvement

Collects, compiles, and analyzes programmatic and operational data

Investigates and documents underlying trends, irregularities and possible causes for changes in data

Creates and maintains databases of requests or statistical data for future

Manages annual program monitoring scheduling and processing

Conduct monitoring activity of community partners annually

Assists in defining goals and/or required results at beginning of performance monitoring period

Notifies Compliance and Fiscal manager of violations and adverse action in a timely manner

Notifies leadership of the possible need for legal action against agencies when necessary

Represents the department/program/unit in legal proceedings pertaining to programmatic mismanagement

Determines programmatic compliance of CAAs with both programs as well as other community partners

Conducts or participates in the development, review, revision, interpretation, and/or implementation of policies, procedures, standards, and guidelines

Manage program development, policy implementation, and management associated with new performance measures

Create and manage the implementation of standard operating procedure for performance measures as outlined by federal regulations and requirements

Assesses the impact of proposed rules and regulations on programmatic procedures and processes

Assist agencies with reporting functions

Represents agency at meetings in a business-like and professional manner and attends on a regular basis

Ensures that all concerns of industry are addressed in a professional manner and escalated according to procedure

Assists in the development of realistic solutions to conflicts or problems between associations and department

Routinely reports activities of associations to supervisor and appropriately acts on response

Ensures efficiency, effectiveness and accuracy of all functions through the use of computer systems, management controls, and sound organizational structure

Plans, develops, and facilitates the implementation of the contract operation, may manage

Process and track program contracts, amendments, and expenditures and programmatic reports for CAAs assigned

Facilitate process to ensure the agency reports and requests for documentation are submitted timely and track reports submissions

Advises and assists administrative program staff on financial matters such as projecting expenditures, income and/or budget needs

Assists in the development of and the implementation of customer service processes for the unit

Oversees the development and on-going management of one or more programs or projects consistent with agency goals and objectives

Develops of processes and policies based on on-going new performance measures mandates for LIHEAP and CSBG

Manages system to process requests, inquires and complaints

Develop, update, and implement procedures for unit to provide clear, accurate information; explains procedures or materials or provides supplemental information; anticipates problems and questions

Assist in developing long-term strategic plan for unit and adjusts as conditions change

Coordinates interaction and linkages between state office departments, agencies, community partners and other programs

Maintains knowledge of trends and developments in the field are demonstrated throughout the year

Maintains technical knowledge by reading up-to-date technical reports, articles, books, etc

Work with the local agencies and state/local partnerships with related activities statewide to provide linkages to the network.

Keep an updated account of all WIOA activities statewide and nationally. Inform internal and external customers of any resources and activities relating to employment and training opportunities.