

PROGRAM SPECIALIST 1 - 2

CLASS DESCRIPTION

General Responsibilities:

Progression to a Program Specialist 2 is not automatic but rather is dependent upon the employee taking on additional duties and responsibilities and/or supervisory functions as well as the needs of the department and is generally accomplished through competition or a position study.

Program Specialist 1

This is advanced professional work in implementing the City's Civil Rights Program (Affirmative Action, Contract Compliance, Equal Rights, Equity, or Disability) in accordance with all applicable state and federal laws, City Ordinances, and professional standards. This work is performed under the general supervision of the Equal Opportunities Manager, Equity and Social Justice Manager or Affirmative Action Manager.

Program Specialist 2

This is professional leadership work in the development or support of complex management of the City's Civil Rights Program (Affirmative Action, Contract Compliance, Equal Rights, Equity, or Disability) in accordance with all applicable state and federal laws, City Ordinances, and professional standards. This work requires considerable judgment, discretion and expertise in the development or support of highly complex and diverse management relevant to the specific program area. Work is characterized by significant project leadership responsibility for the development and implementation of specified program areas. Employees may be expected to supervise lower-level employees. This work is performed under the general supervision of the Equal Opportunities Manager, Equity and Social Justice Manager or Affirmative Action Manager.

Examples of Duties and Responsibilities:

Program Specialist 1

Plan, develop, organize, and recommend policies, guidelines, initiatives, and performance standards for assigned program areas. Collaborate with managers, coordinators, executive leadership, commissions, and elected officials to develop and implement program plans, goals, benchmarks, and timelines. Analyze program data and utilize information to support realistic goal-setting and continuous improvement. Serve as a lead resource on relevant local, state, and federal regulations, providing specialized expertise to ensure compliance with applicable laws and standards.

Provide guidance and leadership to departments in developing program structures, collecting and analyzing data, and preparing required reports. Offer consultation on regulatory standards, program objectives, and reporting requirements. Assist in planning, developing, and maintaining systems that support program monitoring and compliance. Review organizational processes and decisions to ensure alignment with program goals and regulatory expectations.

Develop, oversee, and conduct citywide training programs related to program compliance, organizational responsibilities, and best practices. Coordinate with departments to design customized training that meets specific operational needs. Assess training needs, evaluate offerings, and ensure alignment with relevant guidelines. Participate in team efforts to enhance training delivery and recommend alternative resources or methods as appropriate. Partner with data and analytics staff to prepare reports and evaluate program effectiveness. Participate in team efforts to enhance training delivery and recommend alternative resources or methods.

Develop and administer procedures for receiving, reviewing, and resolving complaints related to assigned program areas. Conduct investigations, make determinations, and prepare written findings. Maintain appropriate records, logs, and files. Provide consultation to department leadership regarding complaint outcomes and compliance expectations. Evaluate investigative reports for adherence to standards and participate in issue resolution.

Assist departments in developing long-term and strategic plans to support organizational goals, including workforce planning and recruitment strategies. Review selection processes and related documentation to ensure compliance with applicable guidelines. Identify areas of underrepresentation or gaps in program outcomes and recommend strategies for improvement. Coordinate with Human Resources to review testing, selection, and placement practices and ensure they align with established standards.

Plan and implement data collection and monitoring systems for program activities. Identify meaningful measures of program effectiveness and oversee the maintenance of reporting systems. Prepare and present written and oral reports to leadership, commissions, and other stakeholders.

Develop and maintain working relationships with other governmental agencies and community organizations. Stay current on relevant legislation, policies, and guidelines to provide accurate consultation and technical assistance. Represent the department before policy review bodies and community groups. Serve on ad hoc teams engaged in policy or administrative procedure analysis.

Evaluate City policies, procedures, activities, and facilities to identify barriers to effective program delivery. Work with departments to ensure programs and services comply with applicable standards and support continuous improvement. Provide programmatic information, referrals, and guidance to agencies and constituents. Serve as a liaison to internal and external partners to promote awareness and coordination of program interests.

Coordinate program services, contracts, and resources needed to support citywide implementation. Provide training, guidance, and support to staff involved in program delivery. Manage program budgets. Oversee the development and maintenance of recordkeeping systems.

Provide recommendations on budget, staffing, purchasing, and administrative matters. Analyze data to develop recommendations for program improvements. Lead or participate in inter-departmental teams addressing complex citywide policy issues and projects. Provide guidance to staff conducting studies and evaluations.

Perform related work as required.

Program Specialist 2

Perform all work consistent with the class of Program Specialist 1 with a greater degree of project leadership and independence.

Take full responsibility for specified programmatic area.

Oversee and prioritize workload and work quality of lower-level staff.

Supervise and train permanent and non-permanent administrative employees. Assign, prioritize, and monitor work flow. Participate in or perform hiring, discipline, grievance handling, training, and performance evaluation processes. Coordinate support activities and assist employees in dealing with difficult situations.

Perform related work as required.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

Civil Rights Program Specialist 1

Three (3) years of directly related professional experience in a responsible Civil Rights role that involved in the interpretation and application of laws, rules, regulations, and policies directly related to the rights of people with disabilities; diversity, inclusion, and/or racial equity social justice role, contract compliance, equal opportunities, and/or affirmative action. Such experience would normally be gained after graduation from an accredited college or university with a Bachelor's Degree in Public Administration, Business Administration, Sociology, or a closely related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of these positions will also be considered.

Civil Rights Program Specialist 2

Four (4) years of directly related professional experience in a responsible Civil Rights role that involved in the interpretation and application of laws, rules, regulations, and policies directly related to the rights of people with disabilities; diversity, inclusion, and/or racial equity social justice role, contract compliance, equal opportunities, and/or affirmative action, including at least two (2) years working in a leadership capacity within an area of specialty. Such experience would normally be gained after graduation from an accredited college or university with a Bachelor's Degree in Public Administration, Business Administration, Sociology, or a closely related field. Other combinations of training and/or experience which

can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of these positions will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Knowledge, Skills and Abilities:

Civil Rights Program Specialist 1

- Thorough knowledge of the principles and practices of affirmative action, equal opportunity, contract compliance, disability rights, and/or social justice theory.
- Thorough knowledge of relevant laws, rules and regulations, policies, and administrative procedures applicable to the civil rights of people.
- Working knowledge of and ability to use computer software applicable to the duties of the position.
- Working knowledge of training techniques, development and implementation.
- Working knowledge of cultural differences, and understanding of equity principles.
- Working knowledge of public administration principles and practices.
- Ability to analyze City policies, procedures, operating practices, and data relevant to Civil Rights and determine if they are in compliance with applicable laws.
- Ability to develop, recommend, and administer Equal Employment Opportunity, Affirmative Action, Disability, Contract Compliance, and/or Social Justice Programs.
- Ability to independently prepare, present, and defend analytic findings.
- Ability to provide information to City managers, external organizations, and the general public relative to Civil Rights.
- Ability to exercise discretion in applying rules, policies and procedures.
- Ability to provide advice and assist in the development of policies and procedures.
- Ability to exercise judgment and initiative in achieving program goals.
- Ability to conduct interviews and solicit pertinent information.
- Ability to develop and maintain effective working relationships.
- Ability to conduct related operational and statistical demographic analysis.
- Ability to conduct complex equity analysis, to develop work plans, and to actively participate in program implementation.
- Ability to recognize, respect, and appropriately respond to trauma.
- Ability to develop and oversee the maintenance of effective recordkeeping systems.
- Ability to facilitate process development and consensus building.
- Ability to facilitate discussion and consider opposing viewpoints.
- Ability to provide strong leadership skills.
- Ability to identify process stakeholders, to foster their involvement, and to reflect their respective positions in strategic process recommendations.
- Ability to create and deliver effective trainings and presentations on difficult topics.
- Ability to support and advise policy bodies.
- Ability to attend meetings outside of work hours, including evening and weekends.
- Ability to work with multicultural populations.
- Ability to communicate effectively both orally and in writing.
- Ability to maintain adequate attendance.

Civil Rights Program Specialist 2

- Thorough knowledge of the principles and practices of affirmative action, equal opportunity, contract compliance, disability rights, and/or social justice theory.
- Thorough knowledge of relevant laws, rules and regulations, policies, and administrative procedures applicable to the civil rights of people.
- Thorough knowledge of and ability to use computer software applicable to the duties of the position.
- Thorough knowledge of training techniques, development and implementation.
- Working knowledge of cultural differences, and understanding of equity principles.
- Working knowledge of public administration principles and practices.
- Working knowledge of supervisory or leadership principles and practices.
- Ability to analyze City policies, procedures, operating practices, and data relevant to Civil Rights and determine if they are in compliance with applicable laws.
- Ability to develop, recommend, and administer Equal Employment Opportunity, Affirmative Action, Disability, Contract Compliance, and/or Social Justice Programs.
- Ability to independently prepare, present, and defend analytic findings.
- Ability to provide information to City managers, external organizations, and the general public relative to Civil Rights.
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- Ability to provide advice and assist in the development of policies and procedures.
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Special Requirements:

Ability to meet the transportation requirements of the position.

Ability to adjust work schedules to conduct training, attend meetings, or perform other work related activities on weekends or during the evening.

Physical Requirements:

Work is primarily sedentary in nature and performed in an office environment. Employees will be expected to use standard office equipment such as a telephone, computer, calculator, copier, and fax machine.

Employees in this classification will be expected to physically visit and access sites throughout the City to determine accessibility, conduct trainings or attend meetings. The employee must be able to access individuals, groups and meeting sites throughout the community.

Department/Division	Comp. Group	Range
Civil Rights	18	10
Civil Rights	18	12

Approved: _____
Erin Hillson
Human Resources Director
Date