



PROGRAM ANALYST 1

0860

GENERAL DESCRIPTION OF CLASS

The PROGRAM ANALYST 1 coordinates an Oregon state program or delivers services to program recipients. Employees do this using existing policies and procedures. The Program Analyst 1 presents information or explains program rules and guidelines to department staff, program participants or the public to assist in their understanding and compliance. They monitor the program outcomes, evaluate results, and recommend program improvements. They also review applications for program benefits or services and decide if applicants meet the criteria under state guidelines and statutes.

DISTINGUISHING FEATURES

This is the first of a four-level professional series. Employees do varied assignments that cover all aspects of the program. The scope and difficulty of problems involve the application of existing program methods related to the particular situation or specialized area. Employees at this level may also work in segments of a more complex program under guidance. Employees are responsible for making recommendations or changes resulting in operational or process efficiencies.

The coordination of a state program or delivery of services to program recipients using existing program methods differentiates this classification from the higher levels.

DUTIES AND RESPONSIBILITIES

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

1. Program Coordination

Recommend program guidelines and service delivery methods to managers. Develop performance measures that measure the program outcomes or the progress of partner organizations. Coordinate research projects that gather program-related information and implement operations or services. Participate in grant development teams to apply for grant funding. Research best practices by gathering and synthesizing data and compiling information into reports. Recommend policy or program service changes based on results of research. Recommend agency system changes and enhancements to maximize program performance.

Analyze program activities and prepare budget expense requests; monitor and track program expenses; coordinate program activities to reflect the budget requirements. Reapply for established grants to maintain program funding. Track grant funds and monitor program activities to comply with grant guidelines. Assist in developing requests for proposals and evaluate proposals for service providers. Plan or participate in fundraising activities; solicit contributions, services, materials and resources from individuals and organizations. Monitor contracts and authorize invoice payments for service providers and program services.

Maintain records and monitor project schedules, outcomes, accomplishments and expenses. Evaluate results and recommend program actions to improve program operations. Create and maintain databases of program information; track, record and compile information to produce reports of program activity. Track federal and state legislative activity related to program area; analyze effect to program and recommend program changes based on legislative direction.

2. Program Service Delivery

Review applications and other information to decide if applicant is eligible for program services or funding. Evaluate program referrals against program requirements and approve or deny requests. Review applications to continue funding under state statutes or decide if applicant meets criteria for program. Review, coordinate and monitor the work of funded local agencies to make certain they comply with program guidelines. Recruit and train volunteers and staff from other organizations to deliver program services. Prepare, update and distribute volunteer or staff procedural manuals. Monitor results of volunteer or staff effort to evaluate program effectiveness. Coordinate program activities with stakeholders and coordinators from other jurisdictions and organizations. Find facts in response to public complaints about program services; use alternative dispute resolution techniques to solve conflicts. Answer citizens' request for information and explain program guidelines and processes. Organize, arrange and lead program related meetings.

Develop and implement community outreach plans that explain the program and availability of services. Promote program services by arranging conferences and workshops, contacting related community organizations or jurisdictions. Develop or collaborate with information experts to design and create program educational and marketing materials, brochures, newsletters and media. Promote or advocate for the program at public meetings or through training sessions.

RELATIONSHIP WITH OTHERS

The Program Analyst 1 has regular contact with other staff members, the public, individuals from local jurisdictions receiving program funding, and program recipients by telephone, in writing and in person. Employees do this to obtain and verify information, explain program processes, promote the program, arrange and coordinate resources and deliver services. 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 1 carries out her or his assignment through existing guidelines, plans, and samples provided by the supervisor or through reference to available standards. The supervisor or team/unit leader defines the method of approach to be taken and techniques to be used, and discusses them with the employee. The supervisor typically monitors work progress, program plans and outcomes for technical and factual accuracy.

KNOWLEDGE AND SKILLS (KS)**Basic 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.

Skill to:

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 to accomplish program objectives.
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.
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.

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Revised

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