



PROGRAM ANALYST 4

0863

GENERAL DESCRIPTION OF CLASS

The PROGRAM ANALYST 4 plans and manages a state program(s) requiring the cooperation and joint planning of multiple state agencies, government jurisdictions community organizations, or private sector businesses. The scope and impact of recommendations, decisions and commitments has impact on other activities in the program or the state or other jurisdictions' programs. The extent to which the Program Analyst's decisions obligate the agency's resources also has impact. Employees give advice and leadership on program content, methods of starting new or experimental programs or getting results through cooperative efforts. Employees also develop standards that provide for methods of implementing new services into the network of existing programs or bringing into effect new approaches to service delivery.

DISTINGUISHING FEATURES

This is the fourth level of a four-level professional series. At this level, employees solve work problems that require the combined resource of multiple organizations with conflicting, overlapping or inconsistent requirements or objectives. Employees independently negotiate workable cooperative agreements to correct problems where there are apparent program weaknesses, or establish programs. New programs require developing guidelines from broadly written legislation or concepts. Employees are considered technically authoritative within the program area.

This classification is distinguished from the lower classes by the following features: 1) managing a program(s) of broad scope and effect; **AND** 2) the need to integrate the program among organizations with conflicting, overlapping and inconsistent requirements or objectives.

DUTIES AND RESPONSIBILITIES

The duties listed are characteristic of the type and level of work associated with this classification. Individual positions may do all or some combination of the duties listed, or other related duties.

1. Building Collaborative Partnerships

Stimulate cooperation and joint planning with other state agencies, local jurisdictions and community organizations to get needed programs into operation and make services easier and quicker to obtain. Identify, persuade and organize key stakeholders to program area. Represent the agency, and act as spokesperson for agency program(s) with other agencies, local jurisdictions, community organizations, the Executive Branch, the United States Congress, or the Oregon Legislature. Coordinate and consult with Governor's office, other state, local and federal agencies to plan funding projects; write requests for proposals; and modify current agreements. Lead work groups that jointly evaluate other agency operations; lead the development of system corrections. Develop, negotiate and manage contracts and interagency agreements that allow for and administer program funding; determine resource allocations for funding distribution.

2. Consultative Advice

Recommend administrative controls, organizational structures and program standards to other organizations to improve operations or maintain compliance with established policies, objectives and regulations. Give authoritative advice on program content and service delivery to state program staff, local agencies and community organizations to assist them in setting up new programs. Plan and lead work groups that evaluate or review the strengths and weaknesses of other agencies' program

operations and administrative practices; lead others to recommend ways to bring program into compliance or improve operational procedures. Research and make available for others the best current knowledge of successful projects which have been completed in similar situations.

3. Program Development

Develop or recommend program or policy changes that benefit the state, partner agencies and program recipients. Manage program system development to expand program services; write policies and procedures to guide others in system changes. Lead or do research studies to develop new program services, evaluate best practices or predict funding allocations or impact. Develop funding initiatives from program funding sources such as the federal government or private foundations. Develop state guidelines which include a range of actions, relationships, and standards for which established guidelines have been unsuccessful or largely inapplicable. Develop state plans for improving and strengthening the program such as standards for adequate facilities, working relationships between work units, qualifications for program workers, evaluation and application of knowledge and techniques for the program area.

RELATIONSHIP WITH OTHERS

The Program Analyst 4 has regular contact with other state agency staff members, the public, individuals from local government and other community organizations in writing, by telephone and in person. Employees do this to plan program services; give consultative advice; build collaborative alliances between government, nonprofit, community and private sector organizations; negotiate agreements or solve operational problems. They have occasional in-person, written or telephone contact with federal and state legislative members to respond to requests for information or to help facilitate program development efforts. They also occasionally contact individuals from the federal government or other funding organizations to solicit funding or build relationships.

SUPERVISION RECEIVED

The Program Analyst 4 independently plans and coordinates the efforts of state and community-based organizations, and stimulates joint planning between organizations. The employee is responsible for the technical or professional correctness of their methods and techniques. They develop and apply new methods to solve problems where guidelines from the supervisor or other published sources are largely inapplicable. Supervisory control typically does not extend beyond approval of priorities, schedule, staff requirement, the extension of project in progress and proposed members to serve on project teams.

KNOWLEDGE AND SKILLS (KS)**Extensive 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 methods of data collection, analysis and evaluation.
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.
Methods and techniques of building community or business alliances and partnerships to leverage resources.
Principles, methods and techniques of community program development, implementation and evaluation.
Methods and techniques of grant writing.
Funding and grant sources related to the program area of assignment.
National trends and research affecting the area of program specialty.

General knowledge of:

Principles and techniques of training individuals and groups and the measurement of training effects.
Common business record keeping methods.

Skill to:

Write policies and standards of operations.
Apply the principles and processes of managing a service-based program.
Evaluate program operations typical to the area of assignment.
Write effective grant proposals.
Bring together diverse or opposing groups and individuals, and work through to a mutually acceptable solution.
Handle complaints, mediate disputes or otherwise negotiate with individuals.
Establish long range objectives and specify the strategies and actions to achieve those objectives.
Talk to others to effectively convey information one-on-one or before public groups.
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 time and the time of others.
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.

Adopted 10/2005

Revised

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