



---

## Program Manager (Program, Function, or Department)

### **BASIC FUNCTION**

Under general supervision, manage staff and services in the design, develop, implementation and support of a variety of programs designed to enhance and improve the operational processes and programs; collaborate with district leadership, school and district staff and stakeholders to oversee, identify, track and monitor program effectiveness; develop, plan, facilitate and lead staff in implementation of operational centered programs, develop, prepare and present a variety of program related presentations, documents and reports.

### **REPRESENTATIVE DUTIES**

*The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.*

- Lead and manage the development, implementation and monitoring of programs, standards, objectives and goals for assigned programs; manage assigned staff and collaborate with department and team staff to monitor progress and effectiveness of assigned programs' activities; develop and implement improvement strategies as appropriate; communicate status, progress and concerns with district leaders, school administrators and staff, contractors, partners, and other stakeholders. "E"
- Develop, gather and review a wide variety of records, reports, presentations and related materials to train and assist staff in determining appropriateness and eligibility for designated programs; gather information and supervise staff in the preparation, monitoring and follow-up on process dialogues, agreements and outcomes. "E"
- Develop and implement strategies and supports to motivate program support staff to develop skills and attitudes that achieve program and project success; develop and implement plans that meet identified needs and objectives. "E"
- Establish rapport; manage, mentor, guide and monitor assigned staff, teams and program designees to facilitate effective programs and processes. "E"
- Lead programs' staff and collaborate with district staff, contractors, and other stakeholders on program issues and risks; develop programs and strategies and facilitate and coordinate internal and external program meetings and events. "E"
- Demonstrate a commitment to the Portland Public Schools Equity Initiative by developing a thorough knowledge and application of the district Racial Educational Equity Policy and other board policies; participate in staff development, in-services and trainings related to diversity, equity and inclusion in the workplace and in K – 12 education; model appropriate behaviors; develop, recommend and implement improvements to educational practices with awareness and understanding of their impact in a racially and culturally diverse community. "E"
- Lead and participate in training, in-services, workshops and meetings related to assigned activities; serve on a variety of district and community committees as assigned. "E"
- Supervise the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions. "E"

- Create, maintain and distribute a variety of analyses, spreadsheets, records, reports, lists and files of general information and confidential materials. “E”
- May administer program budgets, as assigned.
- Perform related duties as assigned.

*Note: At the end of some of the duty statements there is an italicized “E”, which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

### **DISTINGUISHING CHARACTERISTICS OF THE CLASS**

The Program Manager leads the strategic direction, development and deployment of multiple programs designed to provide a variety of operational support services and guidance to district staff. Employees in this classification manage assigned staff in multiple operational programs who work to achieve program goals. In addition, employees may work directly with the district staff and community stakeholders served by their assigned program. Employees in this classification are required to have understanding and expertise in process management, resource allocation including budgeting, and workflow systems. This classification differs from the Student Success Program Manager, in that this classification is responsible for programs that support the operational needs of the district. This classification differs from the Project Management classification in that it manages ongoing programs rather than discrete projects that have beginning and end dates.

### **KNOWLEDGE AND ABILITIES**

*Knowledge of:*

- Research design methods and assessment techniques.
- Principles, practices and techniques of effective project management.
- Change management principles and techniques.
- Conflict resolution techniques.
- One-on-one and group facilitation techniques.
- Multi-cultural and multi-ethnic communities within and surrounding the PPS boundaries.
- Oral and written communication techniques.
- Elements of effective supervision.
- Report writing and record keeping methods.
- Computer and software technologies.
- Microsoft Office Suite of software applications.
- Google software suite.
- District policies, procedures, and organizational structure.
- Applicable local, state and federal laws, codes, rules and regulations
- Effective negotiation, partnership building techniques; interpersonal skills, using tact, patience and courtesy

*Ability to:*

- Coordinate and collaborate with a variety of stakeholders to affect positive outcomes.
- Develop shared and measurable goals for the district and department; creating, resourcing, scaling, and leveraging strategies and innovations for district investment and impact.
- Host, prepare and attend events.
- Monitor and report on individual and team plans and progress.

- Interpret policy and make decisions within a defined set of guidelines.
- Communicate clear objectives for assigned programs and activities.
- Deliver a high-level of customer service to district staff and stakeholders.
- Advocate, model, learn and implement Portland Public School's Racial Equity Initiative.
- Research, compile and verify data and prepare reports.
- Handle stressful and/or sensitive situations with tact and diplomacy
- Communicate effectively both orally and in writing.
- Think critically about a problem, approach from multiple perspectives and adopt an effective course of action.
- Set priorities, manage workflow and perform multiple complex and responsible activities, for multiple programs, concurrently with constantly changing priorities and deadlines.
- Think strategically and develop both short- and long-term plans to meet objectives.
- Analyze situations accurately and adopt an effective course of action.
- Assure efficient and timely completion of office and program projects and activities.
- Stay current on practices and trends in K-12 public education.
- Supervise the work of assigned staff, providing work direction, guidance and training.
- Participate in department, school, district and community meetings.
- Read, interpret, communicate and implement a variety of complex laws, guidelines, initiatives and policies.
- Maintain confidentiality and demonstrate discretion, initiative and good judgment.
- Operate a variety of office machines, technologies and software.

### **EDUCATION AND EXPERIENCE**

A Bachelor's degree in Business Administration, Education, Project Management, Public Administration, Organizational Development, Psychology, Sociology, Law, or related field and three (3) years of experience working as a program manager overseeing multiple, complex programs at one time. Experience in a lead, supervisory or management role is preferred.

Experience working in a richly diverse community and in K-12 education is desirable.

*Any other combination of education and experience that would likely provide the required knowledge and abilities may be considered.*

### **Special Requirements:**

Work hours may include on- and off-campus evening and weekend activities and meetings and district, school and student functions.

Some positions in this classification may require the use of a personal automobile and possession of a valid Class C Oregon driver's license.

### **WORKING CONDITIONS**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.*

**Work Environment:** Work is performed primarily in a standard office environment with frequent interruptions. Work hours may include on- and off-campus evening and weekend activities, meetings and district, school and student functions.

**Hazards:** Potential conflict situations.

**Physical Demands:** Primary functions require sufficient physical ability and mobility to work in an office setting; dexterity of hands and fingers to operate a computer keyboard and other office equipment; sitting or standing for extended periods of time; kneeling, bending at the waist, reaching overhead, above the shoulders and horizontally to retrieve and store files and supplies; lifting, pushing, pulling and carrying office equipment, supplies and materials weighing up to 25 pounds; repetitive hand movement and fine coordination to use a computer keyboard; hearing and speaking to exchange information in person or on the telephone; seeing to read, prepare and assure the accuracy of documents.

**Remote Work Eligibility:** Hybrid

---

FLSA: Exempt  
Bargaining Unit: Non Represented  
Salary Grade: 32

Approval Date: 12/13/2022

*Portland Public Schools recognizes the diversity and worth of all individuals and groups and their roles in society. The District is committed to equal opportunity and nondiscrimination in all its educational and employment activities. The District prohibits discrimination based on race; national or ethnic origin; color; sex; religion; age; sexual orientation; gender expression or identity; pregnancy; marital status; familial status; economic status or source of income; mental or physical disability or perceived disability; or military service (Board of Education Policy 1.80.020-P).*

*Human Resources partners with district leadership to recruit, develop, and support a culturally diverse workforce dedicated to the highest standards of equity and achievement that creates an environment of empowerment and success for our students, employees, and the communities we serve.*