Agency Name - DHCD

dchr

Job Title: Program Support Specialist

Grade: CS-9

Salary Range: $57,162 - $73,596

Job Summary:

This position is primarily responsible for performing programmatic and administrative work supportive of the day-to-day program operating activities and/or services. The work involves identifying and analyzing the needs of the program(s); evaluating current standard operating procedures (SOP); researching program issues, concerns and complaints; and recommending administrative strategies or changes. The assignments include document management, file management, and similar clerical activities that are average and repetitive in nature, and are complicated by the requirement to determine the effect of problems encountered and propose management solutions and recommendations from among several viable alternatives.

Duties and Responsibilities:

Participates in analytical studies based on examination of management needs. Identifies researches and analyzes programs issue or problems; and presenting results.
Evaluates current procedures to improve operational efficiency, and makes recommendations to improve program(s) activities and services. Recommends administrative strategies or changes in internal operating procedures to incorporate new requirements, and to improve, expedite and eliminate management problems.
Participates in the development of procedures and guidelines in order to satisfy the goals of the department or agency. Devises means of improvement, and consolidates and/or standardizes administrative forms and procedures.
Participates in improving effectiveness in meeting schedules, deadlines, priorities and production goals.
Provides assistance and participates in the coordination of special assignments to coordinate and resolve general management matters and other appropriate issues and projects related to the functional responsibilities of the program(s).
Coordinates and monitors practices and procedures utilized by the program staff to ensure compliance with all applicable regulations and procedures.
As directed by supervisor, handles complaints and problems, non-complex in nature. Researches and gathers data; conducts fact-finding investigations; and develops results or recommendations.
As requested, obtains, coordinates, and prepares or edits responses for administrative and programmatic information requests.
Receives and reviews incoming correspondence, performs required research and prepares appropriate replies.
Generates spreadsheets, charts, summary tables, and statistics used in various reports and presentations. Provides assistance in tracking data or documents in reference to agency or agency program{s). Generates internal and external documents or correspondence that assists in the workflow of the program operation.

Qualifications and Education

- Knowledge of the mission, function and operational policies and procedures of the agency or department and program(s) to effectively, accurately and expeditiously complete work assignments in concert with established operational objectives.
- Knowledge of administrative concepts and practices to provide programmatic and administrative support to the program staff.
- Knowledge of pertinent regulatory laws, codes, and practices to resolve issues, and make recommendations.
- Ability to apply analytical, investigative and evaluative methods and techniques to resolve problems, conduct research, gather information, and make recommendations.
- Ability to communicate with others both orally and in writing to formulate and present report conclusions, explain and interpret factual information and ensure cohesive and cooperative efforts.