Agency Name

dchr

Job Title: Program Support Specialist

Grade: CS 11

Salary Range: 68,870-88,787

Job Summary:

This is a standard position description designed for use in any District of Columbia Government department, agency or office.

This position description depicts generalized duties and responsibilities required of a position with primary responsibility for performing the full range of 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 range from average to complex in nature, requiring analysis of the subject matter, interpretation of data, judgment and innovative thinking as it relates to each assignment.

Duties and Responsibilities:

Conducts analytical studies based on examination of management needs. Identifies researches and analyzes programs issue or problems; and presenting results. Performs special assignments to coordinate and resolve general management matters, and other appropriate issues and projects related to the functional responsibilities of the program(s).

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.

Develops procedures and guidelines, in order to satisfy the goals of the program. Devises means of improvement, and consolidates and/or standardizes administrative forms and procedures. Coordinates and monitors practices and procedures utilized by the program staff to ensure compliance with all applicable regulations and procedures.

Provides continuing support to supervisor in improving effectiveness in meeting schedules, deadlines, priorities and production goals. Provides immediate and continuing support by briefing the management on a variety of confidential matters pertaining to administrative operations, and recommending courses of action. Identifies and resolves discrepancies in program activities and services which deal with customers.

Handles complaints and problems of a complex nature that are referred, or as directed by the supervisor. Researches and gathers data; conducts fact-finding investigations; and develops results or recommendations. Exercises judgment and discretion in

Qualifications and Education

FACTOR 1 - KNOWLEDGE REQUIRED BY THE POSITION
Thorough knowledge of the mission, function and operational policies and procedures of the organizational program(s) to effectively, accurately and expeditiously complete work assignments in concert with established operational objectives.

Thorough knowledge of regulatory laws, regulations and practices of the program(s) to appropriately resolve problems/issues; and to provide information to support recommendations. Thorough knowledge of administrative concepts and practices to provide programmatic and administrative support to the program staff.