

ADMINISTRATIVE PROGRAM OFFICER I

DEFINITION OF WORK

Work in this class includes performing a full range of complex administrative program support duties in one of the largest departments in the County or providing entry level professional administrative work of a programmatic nature in a variety of departments within the County. The administrative role requires a complete and comprehensive understanding of the departmental work processes, and procedures; whereas the entry level professional work requires a comprehensive understanding of the work function and its concurrence with other administrative functions throughout the County. Positions are located within a variety of departments and possess different functional requirements but are similar in nature regarding depth of programmatic knowledge, complexity of tasks, decision making, public contact in the explanation of decisions, accountability, and dynamics of the program areas. Work generally requires that employees independently perform difficult and complex administrative and entry level professional functions within their program. Duties require considerable tact and discretion in handling sensitive or confidential matters in the program areas. Employees resolve complex problems independently and notify administrative supervisors of recommended decisions and course of action. The employee is involved in developing or modifying operational policies and procedures; and may be considered the resident expert in the assigned area of work. This level is distinguished from the Administrative Coordinator II by the complexity of issues and the advanced level of program knowledge and management, supervision received, advanced skills, and program difficulty. Work is performed under the supervision of the higher level manager or department head and is evaluated through work planning and monitoring interactions, observation, and conferences.

EXAMPLES OF WORK

Employees in this class possess a variety of roles with parity in complexity of assignments, independence, program dynamics, supervision received, judgment required, and problem-solving skills. Roles may include serving as the senior office manager for the entire Sheriff's Office to include the Sheriff, Chief Deputy, Sheriff's Attorney, and Command Staff; providing supervision and direction in the daily processing, recording, and reporting for a 3.5 million dollar payroll for the County to include compliance with federal and State requirements and the completion of payroll financial reports; reconciling payroll activities to the general ledger; computing cost, adjusting balances, and reconciling figures to ensure accuracy of data for preparation of the NC Local Government Retirement report; purchasing supplies, materials, equipment, and services for the County to include processing purchase requests, determining bidding process, preparing specifications and bid requests, selecting vendors, as well as maintaining all related purchasing records and documentation; educating departmental personnel in procurement policies and procedures and statutory guidelines for \$5,000 and under procurement activities; performing supervisory and administrative functions of the Graphics Sections within the Planning Department and having responsibility for reviewing and certifying all County plats statutory adherence requirements for recording within the Register of Deeds office; preparing presentation for Planning Board, Board of Adjustments, County commissioners and other municipalities; supervising a staff engaged in specialized work of a legal nature in the daily collection and payment processing of real and personal property taxes, fees, and other revenues; performs related work as required.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a four-year accredited college or university with a degree related to the area of assignment and two years of programmatic experience with one year in the specific area of assignment; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Thorough knowledge of department's functions and purpose; thorough knowledge of the processes, procedures, standards, regulations of the department; thorough knowledge of programmatic processes of the entry level professional work assigned; thorough knowledge of the federal and State requirements governing

the program area; understanding of the rationale governing policies and procedures of the assigned work area and possesses the ability to modify or create new policies governing work processes; ability to be accountable for program operations, decisions, actions, and consequences; ability to communicate effectively and to conduct the department's business in person and by telephone; ability to gather and analyze detailed program information based on program knowledge and independent research; ability to communicate a technical knowledge of program operations and organizational programs; ability to be tactful and courteous while being persuasive and confident on County business; proficiency with a variety of specialized technology that operates the business systems for the County; ability to compile, analyze, and then explain information based on general instructions; ability to coordinate and supervise the work of others; ability to establish and maintain effective working relationships with supervisor, employees, and the general public.

SPECIAL REQUIREMENTS

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Work is performed in an office setting. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

PHYSICAL REQUIREMENTS

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.

Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 20 pounds. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination.

Some tasks require oral communications.