



# Program Manager

---

<b>Classification:</b>	Program Manager (Level 1 or Senior)	<b>Reports to:</b>	Director
<b>Division:</b>	Administration	<b>Direct Reports:</b>	Quality Assurance & Accreditation Specialist
<b>FSLA:</b>	Exempt		

**JOB DESCRIPTION:** This position manages and coordinates programs identified by the director. Incumbent is responsible for the creation, implementation and evaluations of programs. Current programs include but not limited to:

- Quality Assurance – Continuous improvement through the development and review of meaningful performance data; analyzing gaps in performance and finding solutions using Lean principles
- Accreditation – Agency accreditation through the IAED (International Academy of Emergency Dispatch) and CALEA (Commission on Accreditation of Law Enforcement Agencies).
- Grants – Research new strategies for funding that includes applying for public and private grants. Interprets relevant regulations, guidelines, and standards, and oversees the processing of grants.
- Innovation – Projects that create greater value for customers, such as using Lean methodologies to improve the operational processes within the Agency.

**ESSENTIAL JOB FUNCTIONS:** Candidates must be able to perform these essential job functions with or without reasonable accommodation.

- Prepares and presents technical reports, documents, notices and analysis of program policies, procedures and standards.
- Plans, coordinates and implements strategies to accomplish program and department goals, priorities and objectives
- Prepares and administers program budgets
- Supervises staff, prioritizes work, evaluates performance, develops staff and ensures resources are available for programs.
- Coordinates program resources, developing, interpreting, monitoring, adjusting and implementing policies and procedures, serving as administrative advisor to Director or Department Managers
- Represents the program at various events, conferences and meetings
- Develop and maintain the agency's accreditation processes and documentation (e.g., CALEA - Commission on Accreditation of Law Enforcement Agencies and IAED - International Academy of Emergency Dispatch)
- Work closely with others to facilitate the creation, review or updates of policies and procedures
- Identify and recommend improvements to program systems and procedures.
- Garnering staff support to ensure adherence to and submission of required accreditation proofs.
- Participate as needed during emergencies, including emergency operations center activations
- Develop and maintain excellent working relationships with all personnel, user agencies, the public, etc.
- Performs related duties as assigned

**MINIMUM JOB QUALIFICATIONS:** Any combination of qualifications demonstrating a candidate's knowledge, skills and abilities to successfully perform the work will be considered.

- Bachelor's degree or Master's degree; and/or a combination of experience and specialized training which includes a minimum of four (4) years' experience within the assigned area.
- EMD Certification
- Must demonstrate sufficient knowledge and understanding of CRESAS's operations.

*Knowledge of:* The principles and practices of public program operations; project management, including planning, scheduling, monitoring, and problem solving; methods and procedures of budget development and justification;



application and interpretation of County, state and federal laws and regulations relevant to the program area; analysis and evaluation of policies, procedures, public information, and service delivery issues; research methods and techniques; trends and practices within the specialized area; and personal computer applications and usage.

**Ability to:** Effectively plan, direct, and delegate program components; assign, supervise and evaluate the work of subordinates; delegate responsibility and authority to carry out policy directives of the governing authority in an effective and timely manner; write clear and concise reports, memoranda, and letters; analyze problems, identify alternative solutions, project consequences of proposed actions, and formulate recommendations; utilize various PC applications at an advanced level; interpret and explain policies, procedures, laws, and regulations; establish and maintain effective working relationships with the public, other governmental jurisdictions, or contractors.

**Physical / Sensory Requirement:** The following characteristics describe the most common ways this position's essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
<ul style="list-style-type: none"><li><i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision.</li></ul>	Daily	Important
<ul style="list-style-type: none"><li><i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance.</li></ul>	Daily	Important
Hearing	Frequency	Criticality of Requirement
<ul style="list-style-type: none"><li><i>General / Broad Hearing.</i> Differentiate and comprehend:<ul style="list-style-type: none"><li>Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the 'normal range'</li><li>Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the 'normal range'</li><li>Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance.</li></ul></li></ul>	Daily	Important
	Daily	Important
	Daily	Important
Speech	Frequency	Criticality of Requirement
<ul style="list-style-type: none"><li><i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture.</li></ul>	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
<ul style="list-style-type: none"><li><i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc.</li></ul>	Hourly / Constantly	Very Important
<ul style="list-style-type: none"><li><i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object.</li></ul>	Hourly / Constantly	Very Important
<ul style="list-style-type: none"><li><i>Grasp.</i> Seize and hold object with fingers, palm, arms.</li></ul>	Daily	Important
<ul style="list-style-type: none"><li><i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs.</li></ul>	Weekly / Monthly	Slightly Important
<ul style="list-style-type: none"><li><i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn't exceed 20 lbs.</li></ul>	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
<ul style="list-style-type: none"><li><i>Sit.</i> Remain in seated position to accomplish work.</li></ul>	Hourly / Constantly	Important
<ul style="list-style-type: none"><li><i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work.</li></ul>	Weekly / Monthly	Slightly Important
<ul style="list-style-type: none"><li><i>Walk.</i> Move about or travel on foot to accomplish work.</li></ul>	Daily	Important
<ul style="list-style-type: none"><li><i>Drive.</i> Operate a motor vehicle to get oneself or others to and from various work locations.</li></ul>	Weekly / Monthly	Important
Working Memory	Frequency	Criticality of Requirement
<ul style="list-style-type: none"><li><i>Audio Memory.</i> Retain and retrieve information gained via audio sources.</li></ul>	Hourly / Constantly	Very Important
<ul style="list-style-type: none"><li><i>Visual Memory.</i> Retain and retrieve information gained via visual sources.</li></ul>	Hourly / Constantly	Very Important
Comprehension	Frequency	Criticality of Requirement



## Job Description

- *Rapid Comprehension & Application.* Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation.
- *Complex Comprehension & Application.* Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation.

Weekly / Monthly

Very Important

Weekly / Monthly

Very Important

### Environmental Working Conditions

#### Frequency

#### Criticality of Requirement

- *No Substantial Hazards.* Position is not substantially exposed to adverse environmental conditions.

--

--

### Level of Physical Activity

#### Frequency

#### Criticality of Requirement

- *Sedentary Work.* Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met.

Hourly / Constantly

--

### EQUAL OPPORTUNITY EMPLOYER

CRESA is an equal opportunity (EEO) employer and does not unlawfully discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, marital status, disability, genetic information, veteran status or any other basis prohibited by federal, state or local law. Recruitment processes are conducted to ensure open competition, equal employment opportunity and prohibit discrimination. Women, minorities, veterans, and persons with disabilities are encouraged to apply. CRESA will provide reasonable accommodation for persons with disabilities during the selection process if requested. Applicants are responsible to notify the Human Resources Manager of the accommodation needed at the time of application or at least two days prior to the date needed. For an alternate format of this information, contact ADA Compliance Office: (360) 992-9205. Washington Relay Service – 7-1-1 or (800) 833-6368

### IMMIGRATION LAW NOTICE

Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.