

## PROGRAM ADMINISTRATOR (AGING SUPPORT MANAGEMENT)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Commissioner and/or Deputy Commissioner, the incumbent in this class is responsible for planning and directing the support management systems for the Department of Senior Programs and Services. The incumbent assesses the support management needs and designs systems for the department in general and for each of the program units. Supervision is exercised over a number of support personnel. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Advises and assists the Commissioner in the formulation of office policies, procedures, forms and administrative support management systems;

Supervises the administrative support staff in the day-to-day operations, including clerical activities, personnel, payroll, purchasing and automated system applications;

Supervises the processing of sub-contractor contractual agreements through the County's contract approval and execution process;

Determines the training and staff development needs for support staff;

Coordinates administrative support for resource development activities;

Works with other Program Administrators to determine needed administrative support activities for all divisions and coordinates the provision of same;

Coordinates and implements automated office system projects, including use of software packages for word processing, data base management, spreadsheet management and desktop publishing;

Acts for the Commissioner and/or the Deputy Commissioner as required in those administrative areas which interact with other county departments such as Finance, County Attorney, Information Technology and Bureau of Purchase and Supplies;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignment;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of federal and state laws, rules and regulations relating to applicable services programs; good knowledge of the department organization, policies, procedures and objectives; good knowledge of the theory of organization and the management of personnel resources; good knowledge of the function, processes and principles of management; knowledge of automated office systems software packages and ability to propose solutions to problems arising in that area; ability to prepare detailed factual and coherent reports; ability to plan and direct the work of others; ability to support recommendations both orally and in writing; ability to read, write, speak, understand and communicate

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Cont'd)

sufficiently in English to perform the essential tasks of the position; ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; tact; initiative; resourcefulness; judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and five years experience where the primary function of the position was analyzing, developing or controlling administrative office systems, including three years of personal computer software applications experience.

SUBSTITUTION: A Master's Degree\* in Business or Public Administration may be substituted at the rate of 30 credits per year on a year for year basis for up to two years experience with office systems as described above; however, there is no substitution for the three years of personal computer software applications experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.