

Class Code: 4661
EEO Code: N-02
Pay Code: AT-36

Group: Engineering, Planning and Technical
Series: Planner

CLASS TITLE: PROGRAM PLANNER II

PURPOSE OF THE CLASSIFICATION: Under general supervision performs complex City wide program planning in the development, coordination and implementation of specialized programs and performs other related assigned duties.

ESSENTIAL TASKS:

- Designs new programs, secures instructors or volunteers, manages contracts and schedules specialized programs at sites throughout the City to provide the highest level of measured customer satisfaction
- Sets and tracks performance measures which include revenue and marketing strategies and works with staff project performance team and focus groups
- Manages and coordinates numerous City and community specialized programs and services of significant size and impact
- Schedules and communicates with staff, user groups, facilities and community resource needs
- Performs planning and management duties including program research and evaluation
- Tracks program trends and user satisfaction
- Develops program standards to meet participant's needs and wants
- Interviews, employs, trains, supervises and evaluates fulltime, seasonal and contractual personnel
- Motivates, directs and coaches staff to achieve performance standards
- Monitors and coordinates assigned budget area
- Sets prices for programs in some positions
- Manages revenues and expenditures through activity based costing to meet standards and budget targets
- Prepares reports and correspondence and communicates with appropriate committees as directed
- Coordinates promotion and publicity with marketing group and facility/agency staff
- Writes program descriptions for flyers, brochures and publications including outlined benefits
- Investigates and resolves problems and complaints from the public
- Promotes and stimulates good community relations and interaction with partnerships, user groups and affiliations, encouraging participation
- Develops and maintains performance and safety standards for assigned programs
- Periodically reviews and recommends changes for flow charts on policies and procedures for improved efficiency and effectiveness
- Develops volunteers to assist in delivery of program services and projects
- Seeks outside funding sources and program sponsorships and community partnerships to add value to existing programs
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in specialized program area or related field and three (3) years of experience in related program development; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the principles and techniques employed in developing programs; considerable knowledge of the principles of research and evaluation of community programs and user interests; and considerable knowledge of training, facility, and material resources used in a broad program offering. Ability to understand various social and cultural interests, needs and conditions throughout the City; ability to communicate both verbally and in writing; ability to operate computer, analyze budget and finances and manage personnel; ability to manage

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multiple priorities and maintain a positive work setting; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 50 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, handling, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certification: Possession of a valid Oklahoma Class "D" Operator's License; CPR, First Aid and Certified Leisure Professional (CLP) or Certified Leisure Associate (CLA) is preferred in some positions.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; outdoors and in inclement weather and requires some evening and/or weekend work.

Effective date: January 11, 2007