

NEW CASTLE COUNTY GOVERNMENT

Number 0158

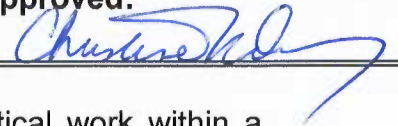
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Date 05/05/16

CLASS SPECIFICATION

Title: PROGRAM ANALYST

Approved:



GENERAL STATEMENT OF DUTIES: Performs responsible analytical work within a department; performs administrative work analyzing and managing contracts entered into by New Castle County with agencies outside County government; conducts original research; prepares professional reports and studies; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs analytical work within a department. The work may involve assisting in the preparation of contracts and/or budgets, monitoring of contractor compliance with governmental codes and policies. Work is performed under general supervision. Assignments are of a moderately complex nature involving complicated problems and issues. Problems are resolved by reference to and interpretation of established practices, procedures, precedents, legal standards, State or County regulations, specific goals, and/or specific contractual objectives. Specialized research projects may be undertaken.

EXAMPLES OF WORK: (Illustrative only)

- Conducts "on-site" monitoring of contracts and makes recommendations to assure contract effectiveness, appropriate activities, and compliance with related rules, regulations, and laws;
- Coordinates and oversees customer services activities of a department;
- Establishes and monitors quality control processes and customer satisfaction activities for a large department;
- Trains agency and staff in the use and completion of forms, editing, error correction, and reporting, and in form requests for special information or assistance;
- Reviews, verifies, and recommends approval for payment of vouchers and/or invoices;
- Prepares special reports as requested;
- Performs special assignments as required;
- Monitors compliance of departmental policies and procedures and makes recommendations for action in cases of non-compliance;
- Takes the leading role in preparing budgets, administering contracts and obtaining reimbursement for grant-funded activities;
- Prepares specialized planning studies and conducts original research;
- Undertakes writing assignments which may be used in County publications;
- Assists in comprehensive planning activities;
- Participates in public education activities;
- Supervises support staff;
- Assists with the execution of collection polices implemented by the department;

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Title: PROGRAM ANALYST

Approved:



- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Comprehensive knowledge of the functions of the specific department to which assigned; ability to learn regulatory requirements of State and local government or assists in satisfying other contract requirements; ability to read and analyze documents, program reports, and to react positively with tact; ability to establish and maintain effective working relationships with vendors the public; ability to analyze and recommend solutions to program problems; ability to make mathematical computations rapidly and accurately; ability to follow oral and written instructions; ability to supervise others; knowledge of general office practice and procedure; some knowledge of program and budget development; some knowledge of computerized information systems; ability to communicate effectively, both verbally and in writing.

MINIMUM QUALIFICATIONS: Possession of a Bachelor's Degree from an accredited college or university of recognized standing and at least two (2) years of work experience in research, public administration, program operations, or management; or an equivalent combination of experience, education or training directly related to the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical examination and a background check.

HISTORY OF REVISIONS:

Established: 06/07/77
Revised: 06/05/89
Revised: 04/01/94
Revised: 07/01/97
Revised: 07/01/98
Revised: 05/01/03
Revised: 03/31/06
Revised: 03/24/08
Revised: 05/05/16