

## PROGRAM MANAGER

### **Function of Job:**

Under general direction of designated supervisor, manage and oversee the fiscal, operational, administrative, and staff supervision of a complex academic, administrative, or research program; provide day-to-day technical/professional guidance and leadership as appropriate to area(s) of expertise; serve as liaison between the program and internal/external organizations.

### **Characteristic Duties and Responsibilities:**

1. Manage and supervise office systems, processes, and procedures and ensure compliance with institutional, state and federal policies, requirements, and regulations.
2. Devise and implement new procedures to facilitate administration of assigned program area(s) and assist with program content as required.
3. Hire, train, evaluate, and supervise staff and volunteers; prioritize and assign work.
4. Coordinate program functions with appropriate departments, agencies, and organizations to accomplish program activities and integrate functionality; promote program on campus and with outside entities as required.
5. Serve as main contact and resource for program and its activities and events.
6. Prepare publications, reports and records on program activities, progress, and events.
7. Perform assessments and research related to program; manage special projects.
8. Manage program funding, approve and monitor expenditures; project income and expenses; prepare budget revisions and maintain reports as assigned.
9. Review applications/program documents to make decisions pertaining to program.
10. Determine promotional/marketing methods and recruit program participants and/or volunteers.
11. Develop and write program promotional/informational communications, including web pages and social media sites.
12. Provide technical advice, problem solving assistance, policy interpretations and in-depth answers to program inquiries.
13. Develop, facilitate, and/or present workshops, events, meetings, and/or conferences in support of program.
14. Prepare program proposals/revisions and audit reports as assigned.
15. Manage and/or develop informational data and integrity of data.
16. Participate in institutional professional development and training.
17. Perform other related duties as assigned.

### **Minimum Acceptable Qualifications:**

1. Bachelor's degree in management, business administration, and/or area applicable to program and three years of related experience, including one year of supervisory experience.
2. Financial skills as required by department.
3. Specialized skills in training, research, and/or other area as required by department.
4. Effective interpersonal and communication skills.
5. Computer skills as required by department.

### **Additional Desirable Qualifications:**

1. Experience in a college/university work environment.

10/17/2013  
System Approval

3/4/2013  
Effective Date

**This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.**