

Class Concept

Positions in this class direct statewide program operations requiring specialized knowledge of issues, policies and procedures, local and state agency processes and procedures. Positions serve as a Division Director/Manager with program authority in the area of assignment and oversee all operations and services provided by staff. Responsibilities include strategic and tactical planning, organizing and managing daily operations; human resources management and staff development; program policy and procedure design and implementation; and associated business functions. From time to time job assignments may include research. The position provides administrative, programmatic and fiscal oversight via regular supervision, guidance, training and technical assistance to staff, state-level policy guidance, comprehensive monitoring and forming federal, state and local linkages. The Director provides strategic leadership, program & resource management to ensure compliance with federal and state rules and contract provisions. Work is distinguished from the lower level by the size and complexity of the program(s) administered.

Recruitment Standards

Knowledge, Skills and Abilities

- Considerable specialized knowledge of appropriate program practices, policies and procedures such as budget management, grants management, program administration, personnel management, related law, related general statutes, rules and regulations, state and local rules and regulations.
- Demonstrated skill in leadership, planning, program management, and organizational skills.
- Skill in program analysis and evaluation.
- Ability to identify problems and changing requirements.
- Ability to work with and communicate with members of the NC General Assembly, US Congress, Commission members, Advisory Committees, Agency Secretary's/Commissioner's, employees/staff and the general public.
- Ability to interpret federal/state legislation and establish state-level policy guidance related to agency operations to ensure compliance.
- Ability to compile, analyze and summarize administrative, programmatic and fiscal data for assessing agency capacity.
- Ability to develop/ written documents/oral presentations and/or reports conveying information and to communicate effectively.
- Ability to lead, supervise and direct the work of a team.
- Excellent oral and written communication skills.
- May require considerable knowledge of the reliability of systems and internal controls.

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution and five (5) years of program experience in the area of assignment, including three years of managerial experience in the public or private sectors involving significant decision-making authority in the planning, organizing and directing of operations in the areas of the assigned program(s); or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.