

Programs Specialist

Performs variety of activities in support of functional areas such as finance, purchasing, or human resources or for a specific project/business/technical unit. Gathers, collects, records, tracks and verifies data and information from multiple sources. Compiles, reviews and analyzes data. Uses software for functional area, to compile and generate reports, statistics, timelines, tables, graphs, correspondence and presentations. May design processes to enhance work flow. Provides data and information to others on functional unit processes and procedures.

Level 1		Level 2		Level 3		Level 4	
Programs Specialist I		Programs Specialist II		Programs Specialist III		Sr. Programs Specialist	
Knowledge	Little or no knowledge of the job. Moderate understanding of general job aspects and some understanding of the detailed aspects of the job.	Full knowledge of the job. Substantial acquaintance with and understanding of general aspects of the job with a broad understanding of the detailed aspects of the job.		Considerable knowledge of the job. Complete acquaintance with and understanding of the general and detailed aspects of the job, and their practical applications to problems and situations ordinarily encountered.		Extensive knowledge in specialized functions. A wide and comprehensive acquaintance with, and understanding of, both general and specific aspects of the job and their practical application to complex problems and situations ordinarily encountered.	
Supervision Received	Close supervision involving detailed instructions and constant checking on work performance.	General supervision and instructions given for routine work and detailed instructions given for new activities or special assignments.		Limited supervision. No instructions needed on routine work, and general instructions given on new lines of work or special assignments.		Minimal supervision. Work may be done without established procedures.	
Consequence of Error	Errors can be easily and quickly detected within the immediate work unit and would result only in minor disruption or expense to correct.	Errors may be detected and corrected but may cause moderate loss of time or customer/user dissatisfaction.		Errors may be difficult to detect and would normally result in loss of customer business, material, or equipment to resolve.		Errors are very difficult to detect and would normally require significant expenditures to resolve.	
Contacts	Contacts are primarily within immediate work unit. Contacts involve obtaining or providing information requiring little explanation or interpretation.	Contacts are typically with individuals within own department and occasionally with contacts outside own organization. Contacts involve obtaining or providing information or data requiring some explanation or interpretation.		Contacts are frequent with individuals representing other departments, and/or representing outside organizations. Contacts involve obtaining or providing information or data on matters of moderate importance to the function of the department or which may be of sensitive nature.		Contacts are frequent with individuals representing outside organizations, and/or individuals of significant importance within the company. Contacts involve planning and preparation of the communications, require skill, tact, persuasion and/or negotiation to accomplish the objectives of the communication.	
Minimum Education and Experience	Entry Level. 0+ years directly related experience with Bachelor's Degree in Business or related field. Basic MS Word, Powerpoint and Excel skills.	2+ years directly related experience with Bachelor's Degree in Business or related field. Intermediate MS Word, Powerpoint and Excel skills.		4+ years directly related experience with Bachelor's Degree in Business or related field. Advanced MS Word, Powerpoint and Excel Skills.		6+ years directly related experience with Bachelor's Degree in Business or related field. Advanced MS Word, Powerpoint and Excel skills.	