



**JS PROGRAM ADMINISTRATOR**

**SCOPE OF WORK:**

Performs all administrative duties associated with the delivery of programs and/or services involving claims adjudication, benefit payment control, tax auditing, employer relations and placement, job training, counseling and testing, teacher placement, services to veterans, handicapped, older workers, youth, dislocated workers, or other special applicant and employer services.

**SPECIAL NOTE:**

Duties and responsibilities at all levels of this series are similar in nature as they all relate to the total administration of one or more programs and services provided by Job Service North Dakota. There is, however, a difference in the levels of responsibilities associated with each of the levels of work. The levels of responsibilities increase greatly with each level and involve greater complexity of work because of the involvement in larger programs or services, greater impact of programs or services in terms of resources committed, impact on individual groups, and/or specialized knowledge and skill requirements. Classification to the specific levels of this series will always be determined on a position-by-position basis and involve a specific analysis of the scope and complexity of the programs or services with which the position will be associated.

**DUTIES PERFORMED AT ALL LEVELS:**

- Provide program or service coordination, information, and guidance to central office functional staff and to local office operational staff.
- Meet and work with employers, community service organizations, public and private agencies, boards, and councils in order to support and promote the utilization of Job Service programs and service.
- Develop reporting procedures to evaluate the progress and status of programs and services.
- Conduct on-site reviews to ensure compliance with program or service quality and quantity standards.
- Develop and conduct training and orientation of program or service users and coordinators.
- Plan and conduct conferences to discuss policy and procedure changes, general problems, and overall program or service effectiveness.
- Serve on committees or councils required to monitor or regulate activities of a program or service.

**NOTE:** The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

**JS PROGRAM ADMINISTRATOR I**

4322

GRADE K

**LEVEL DEFINITION:**

Perform administrative work associated with a small program or a service of limited scope or work associated with a portion of a large program or service.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- Provide analysis of data in support of the overall evaluation of a program or service performance.
- Prepare required reports and related administrative documentation of program or service activities.
- Provide interpretation or explanation of policies and standards relating to programs or service administration.
- Assist in preparing and conducting special surveys, reports, information documents, investigations or reviews, or other duties associated with program or service administration.

**MINIMUM QUALIFICATIONS:**

Requires a bachelor's degree and three years of work experience that involved responsibility for program administration, project management, or highly technical administrative duties of increasing complexity. No substitution will be allowed for the bachelor degree requirement.

**JS PROGRAM ADMINISTRATOR II**

4323

GRADE L

**LEVEL DEFINITION:**

Performs the administrative work associated with a major portion of one or more programs or services.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- Assist in the management of programs or services resources in a strong team leader or direct supervisory capacity.
- Provide significant input in the development of program or service policies, procedures, and standards of performance and execution.

- Resolve program or service related problems; determine actions to be taken in unusual circumstances within parameters established by formal policy, procedures, and standards.

**MINIMUM QUALIFICATIONS:**

Requires a bachelor's degree and four years of work experience that involved responsibility for program administration, project management, or highly technical administrative duties of increasing complexity. No substitution will be allowed for the bachelor degree requirement.

**JS PROGRAM ADMINISTRATOR III**

4324

GRADE N

**LEVEL DEFINITION:**

Perform or direct the administrative activities associated with one or more major programs or services.

**ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:**

- Provide direct management of program or service resources that may include professional or administrative support staff, commitment of program or services funds and equipment, or a combination of these resources.
- Resolve program or service related problems; determine actions to be taken in unusual circumstances to include the determination of exceptions to formal policy, procedures, and standards.
- Take necessary actions to insure that program or service activities are in compliance with established parameters.
- Provide a system of program or service administration and reporting that insures compliance with overall agency management goals and objectives.

**MINIMUM QUALIFICATIONS:**

Requires a bachelor's degree and five years of work experience that involved responsibility for program administration, project management, or highly technical administrative duties of increasing complexity. No substitution will be allowed for the bachelor degree requirement.

Eff. Date: 11/74 - Program Specialist I through IV

CLASS CODES: 4322  
4323  
4324

ND Class Specification  
JS Program Administrator

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Rev: 7/91 – Changed title, deleted Specialist I  
Rev: 5/97 – Rewritten in current format  
Rev: 4/03 – Revised minimum qualifications and added level definitions to all levels  
Rev: 5/07 – Revised minimum qualifications  
Rev: 7/12 – Conversion to Hay System