

## **PROGRAM SPECIALIST**

### **Supervision Received:**

The program specialist receives direct supervision. Initially methods of performing work are explained. Work may be reviewed by the supervisor while in progress and upon completion. The program specialist may operate with no direct supervision on repetitive tasks or within well-defined procedures with review by the supervisor for accuracy or results.

### **Scope of Work:**

On-the-job tasks are generally repetitive over a given cycle. Duties may require specialized knowledge and ability acquired during a normal on-the-job training period or may consist of a variety of tasks which are easily performed once the procedure has been learned.

Procedures may need to be altered on occasion to complete work; however, assistance is available for resolution of problems. Work pressure is minimal except for unusual workloads involving the volume of routine work.

### **Decision-Making:**

The program specialist is guided by established procedures and makes decisions on alternatives outlined within those procedures. Exceptions to outlined procedures are referred to the supervisor for decisions.

### **Impact of Position:**

Controls on work will indicate errors in judgment, procedural methods, or inadequate service delivery that need correction.

### **Experience Level:**

The position requires satisfactory levels of aptitudes and skills related to the job duties and an ability to apply specialized knowledge acquired on the job.