

Manager of Education Programs and Services 1
Manager of Education Programs and Services 2
Manager of Education Programs and Services 3

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Occupational Information	
<p>Education and Library Occupations</p> <p>Positions in this occupational group are assigned to manage, supervise, advise, and complete work pertaining to the following job families:</p> <ul style="list-style-type: none"> • Education Programs and Services • Library Operations • Records and Archive Services • Special Education Services 	
Job Family Information	
<p>Education Programs and Services</p> <p>Positions in this job family are involved in leading, developing, promoting, administering, coordinating, or improving education and workforce policies, programs, strategies, standards, activities, and opportunities in accordance with policies or objectives. Recommends, formulates or implements policy or programs to address priorities, initiatives or issues. Performs research or data collection to inform education or workforce policies, practices or strategies. Provides data, transparency to inform the public or policy makers. Administer, promote, conduct, or evaluate programs or activities designed to provide access to quality education, including postsecondary education, training, or career-related plans. Recommend policy or operational changes, make policy adjustments, or provide legislative coordination. Draft, interpret, research, design, develop or apply laws, rules, policies or procedures. Coordinate or manage stakeholder interests. Respond to government or legislative information requests. Monitor or manage state budgets, federal or other grants or contracts. Develop, analyze or provide reports as required or needed to inform management. Gather or utilize data for accountability or to measure performance.</p> <p>The information provided below is characteristic of the type and level of work associated with this job family. Individual positions may be assigned some or all of the accountabilities and responsibilities identified below as well as other related duties.</p> <p>Typical Responsibilities and Accountabilities</p> <p>Plan, direct and coordinate the operations of a program, division, department or operating unit. Promote and maintain an inclusive workplace that fosters development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts. Determine staffing requirements, hire and train new staff, supervise direct reporting staff according to statewide and agency policy, develop staff to maximize potential, monitor staff performance including performance reviews, delegate work duties to staff to attain objectives. Manage staff for optimum performance, allocate use of available resources, monitor and assist staff with work progress. Counsel employees in work related activities, personal growth, and career development. Resolve personnel problems including complaints and discipline. Plan and maintain systems and procedures for operating efficiency. Plan and meet objectives. Evaluate current business processes and systems, implement procedures and systems to maximize operating efficiency, establish and maintain controls, formulate policies and practices. Coordinate financial and budget activities, facilitate the preparation and analysis of reports, review performance data (financial, activity reports, etc.) to monitor and measure productivity, and goal progress. In lower and medium-level agencies, positions in these classification levels may establish organizational vision and strategic goals.</p> <p>Supervision Received</p> <p>Positions in these classes receive general direction in terms of broad practice, precedents, policies, and purposes of the division, program, or unit. Work is reviewed for fulfillment of program objectives; performance of responsibilities and accountabilities; conformance to law, rule, policy, contract; and adherence to the operational budgets.</p>	
Distinguishing Features Between Classification Levels	

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Manager of Education Programs and Services 1

Scope and Impact of Decisions: Positions at this level operate within variable but defined procedures or clearly defined policies. The scope of duties include the management of assigned resources within well-defined operational objectives and goals. Positions have limited latitude to change the scope of operations. The financial accountability is small within the context of the agency.

Supervision: Positions at this level typically supervise vocational, paraprofessional and lower-level professional employees.

Manager of Education Programs and Services 2

Scope and Impact of Decisions: Positions at this level define operational objectives and goals that align with policy, law and rule. The scope of duties also include recommendations and implementation of changes to policy, law, and rule and the management of assigned resources to re-define and meet operational outcomes and goals. The financial accountability is moderate within the context of the agency.

Supervision: Positions at this level typically supervise mid-level professionals, supervisors or lower-level managers.

Manager of Education Programs and Services 3

Scope and Impact of Decisions: Positions at this level define operational objectives and goals that align with policy, law and rule. The scope of duties also include effective recommendations and implementation of changes to policy, law, and rule. At this level the resources managed typically represent a considerable part of the agency's total operations. This level is also assigned responsibility to integrate objectives and goals with peer management levels throughout the organization. The financial accountability is considerable within the context of the overall scope of the agency.

Supervision: Positions at this level typically supervise lower-level managers, supervisors or high-level professional staff.

Qualification Standards

The standards outlined provide candidates who have achieved a suitable knowledge and skill consideration for entrance into the defined job through education, experience or equivalent combination.

Manager of Education Programs and Services 1

- A Bachelor degree in Business, Public Administration, Education, Education Leadership, Public Policy, Education Administration, Communication or Social Sciences and 2-4 years of progressive, related experience; **or**
- an equivalent combination of education (higher-level degree) and related experience; **or**
- equivalent related experience.

Manager of Education Programs and Services 2

- A Bachelor degree in Business, Public Administration, Education, Education Leadership, Public Policy, Education Administration, Communication or Social Sciences and 4-6 years of progressive, related experience; **or**
- an equivalent combination of education (higher-level degree) and related experience; **or**
- equivalent related experience.

Manager of Education Programs and Services 3



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- A Bachelor degree in Business, Public Administration, Education, Education Leadership, Public Policy, Education Administration, Communication or Social Sciences and 6-8 years of progressive, related experience; **or**
- an equivalent combination of education (higher-level degree) and related experience; **or**
- equivalent related experience.

NOTE: Agencies may identify additional qualifying degree types and special qualifications specific to the position. Related experience must provide the necessary knowledge, skills, and abilities to perform the functions of the position and its classification proficiently.

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