**Program Specialist III Standard Job Description**

**Classification Title:** Program Specialist III

**FLSA Exemption Status:**Exempt

**Pay Grade:** 11

**Job Description Summary:**

The Program Specialist III, under general supervision, performs moderately complex administrative and supervisory work.

**Essential Duties and Responsibilities:**

**30% Program Development and Coordination**

* Plans, develops, implements, coordinates, and monitors programs and services to facilitate program goals.
* Develops and maintains an operations/program calendar across all stakeholder groups.
* Schedules and facilitates logistics for operational meetings, including communication, calendar events, and agendas.
* Monitors incoming service requests and triages/escalates to appropriate staff/team.
* Coordinates specialized program communications and marketing materials.
* Prepares and maintains budgets, special reports, and other documentation.
* Prepares and reviews reports on the effectiveness of program activities.

**20% Staff and Resource Management**

* Oversees the work of assigned program staff.
* Manages student technicians as needed.
* Assists with the review and renewal of contracts, agreements, and memberships.

**10% Policy and Compliance**

* Interprets policies, rules, and regulations, and ensures they are followed.
* Recommends program guidelines, procedures, policies, rules, and regulations.

**10% Communication and Stakeholder Engagement**

* Shares messaging with appropriate stakeholder groups and reviews for accuracy.
* Archives campus-wide messages on the website.
* Confers with staff on program issues and recommends solutions.

**5% Professional Development**

* Participates in workshops, conferences, and research to enhance job skills.
* Supports a personal professional development plan to sustain and evolve proficiency in digital learning environment practices.

**5% Program Evaluation and Reporting**

* Conducts evaluations of digital learning environment operations.
* Attends meetings and conferences to share progress on program activities.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Qualifications:**

**Required Education:**

* Bachelor’s degree in applicable field or equivalent combination of education and experience.

**Required Experience:**

* Three years of related experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.
* Knowledge of word processing and spreadsheet applications.
* Excellent verbal and written communication skills.
* Strong interpersonal, organizational, and customer service skills.
* Maintains attention to detail and utilizes sound judgment.

**Additional Information:**

**Machines and Equipment:**

* Computer
* Telephone

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This position is security sensitive
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**