

PROJECT LIAISON/PROGRAM ADMINISTRATOR

DEFINITION

Under general direction, serves as a facilitator and liaison to all stakeholders related to key projects and programs in the City. Depending on assignment, may be responsible for implementation of key programs as identified by management as well as providing updates on project schedules and timelines; providing responses and status updates to constituent requests for projects and services; collaborating with the City Communications office to provide project updates disseminated through video and social media; and performs related work as required.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Director or designee. May exercise supervision over supervisory, professional and/or technical staff.

DISTINGUISHING CHARACTERISTICS

The Project Liaison/Program Administrator classification serves as a facilitator and liaison to all stakeholders in providing updates on key City project and program initiative schedules and timelines. Reporting to the Director or designee, this classification works closely with department management staff in ensuring quality assurance and quality control on project and program schedules and timelines and communicating status updates to stakeholders including Council District offices, community organizations and the public. Responsibilities also include working closely with City Communications to disseminate project status and updates through various communications and social media.

This is an unclassified position in which the incumbent serves at the will of the Department Director.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

May include, but are not limited to, the following:

Provides stakeholders with updates on project and program schedules and status such as beautification, housing, high level construction projects and planning and development.

Consults with management and executive staff in reviewing and providing quality assurance and quality control on all schedules and status reports, ensuring clear communication to all stakeholders including Council District staff, community organizations and the public.

Serves as a direct report to Director or designee advising on any issues or concerns from stakeholders and interested parties.

Serves as the primary contact for all inquiries and requests from stakeholders and interested parties including City department staff, community members, Council District offices and the public. Reviews inquiries and requests with staff to provide responses on the status of projects. Ensures all requests and inquiries are provided with a response in a timely manner.

Collaborates with the City Communications office to highlight accomplishments in projects or activities including capturing photographs or video for the web site or social media. Provides quality assurance and quality control on project and program status provided to Communications staff for dissemination through various media.

Consults with management staff to maintain and update content to the Department web pages.

Supports the Director and management staff in preparation and attendance of community meetings.

Maintains a comprehensive listing of long-term departmental needs and requests by stakeholders including Council districts.

Prepares, reviews, interprets, maintains and analyzes a variety of information, data, and reports and makes recommendations as necessary.

May meet with constituents and members of the public to provide updates on project status, timelines and explain the activities and services of the department.

May provide supervision to assigned professional, technical and clerical staff.

Complete special assignments and other duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Applicable Federal, State, and Local laws, codes, ordinances, rules and regulations.

Department programs, projects and resources.

Strategic and project management planning principles and techniques.

Principles and practices of contract review processes, selection, and oversight of timelines.

Public relations and communications practices and procedures through various resources and publications including video and social media.

Principles and practices of personnel management, including supervision, training, and performance management.

Current issues and trends affecting departmental programs and the community.

Skill/Ability to:

Interpret, apply and explain applicable laws, codes, ordinances, policies, procedures, rules and regulations for projects and programs. Monitors status for quality control and assurance.

Provide clear communication on the status and timelines of projects to stakeholders including City staff, community members and the general public.

Collaborate with communications staff to provide program and project status and accomplishments through various communications including social media.

Provide timely responses to inquiries and requests for programs and services.

Communicate effectively verbally and in writing, and prepare clear, concise and comprehensive reports, records and other written documents.

Prepare and deliver effective oral presentations.

Manage multiple competing priorities simultaneously and work collaboratively with the stakeholders, the department Director and management staff.

Establish and maintain effective working relationships, including strengthening partnerships between the community and City of Fresno

Operate modern office equipment including computer software and hardware applications.

Operate a motor vehicle safely, when appropriate.

Plan, organize, assign, coordinate, and evaluate the work of staff.

MINIMUM QUALIFICATIONS

Education: Possession of a bachelor's degree that is acceptable within the United States accredited college or university system.

Experience: Four (4) years of professional experience in media communications, public relations, project management, planning and development, housing, public works programs or a related field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

Special Requirement(s):

Possession of a valid California driver's license may be required at the time of appointment.

Recruitment may be limited to a specific area of expertise as required by operational needs.

Depending upon assignment, some positions may require one or more licenses or certifications.

APPROVED: _____ *(Signature on File)* _____ DATE: 10/3/2022
Director of Personnel Services

NEW: 10/3/2022