

Job Title: Operations Program Manager (RSA)
 Requisition Number: JO-1503-1999
 Grade: 14
 Salary Range: \$93,937.00 - \$131,512.00
 Promotion Potential: No
 Agency: Disability Services
 Location: 1125 15th St NW
 Area of Consideration: Open to the Public
 Opening/Closing Date: 3/26/2015 - 4/5/2015

[Share](#) | [Email this job](#)

OPERATIONS PROGRAM MANAGER
MS-1701-14
\$93,937 - \$ 131,512

Job Summary

Management Supervisory Services (MSS) AT-Will.

If you like to stay busy and immersed in cultural activities, then Washington, DC is the place to be! Museums, restaurants, great climate, green space and job opportunities are among the many positives of living in the Nation's Capital. Not to mention the residents of the District of Columbia are highly educated and the region has some of the best schools in the country. Each day the District of Columbia continues to be ranked in the top 10 of thriving city indicators where you can live, work and play.

This position is located in the Department on Disability Services (RSA, Rehabilitation Services Administration (RSA), Operations Division. The incumbent has overall responsibility for the implementation of policy, service delivery, goals and priorities of the Division and renders assistance in important program areas. The Division is responsible for the Business Services Unit and for implementing and coordinating programs that guide the procedures, activities and performance of blind vendors.

The incumbent is expected to plan, develop and coordinate RSA strategic plans, goals, action items and performance measures and outcomes. Coordinate the development of strategic plans with subordinate staff and other RSA staff. Formulate the development of strategic planning and policy development and facilitates the organization's policies and procedural guidelines to effectively enhance quality services and outcomes to consumers. Apprise the Deputy Director of potential problems, issues or incidents affecting the Administration's program activities and services. Anticipates major problems and provides guidance to eliminate or minimize their effect on the organization. Provide advice and interpretation of policies and procedures. Ensure that program planning, guidance and technical assistance are provided to agency program managers and administrators, covering strategic planning and the annual and on-going implementation of business plans. Ensure mechanisms are developed and monitored by program managers to ensure quality employment outcomes for consumers. Design performance measures, internal policies and procedures, information gathering and reporting systems for the administration as an internal management tool in conjunction with the agency performance measures. Develop policies and procedures for agency data collection, management and reporting. Ensure compliance with federal and district regulations in the provision of service delivery to persons with disabilities. Provide planning guidance and technical assistance to agency program managers, administrators and staff to ensure the implementation of the agency strategic plan and business operations.

Provide supervision and guidance to subordinate staff by assigning work and formally evaluating the performance of the work; planning and revising work schedules; training and instructing subordinates; interviewing candidates; recommending appointments, promotions, reassignments, training, and awards; coordinating work with representatives of other units; planning resource needs; and reporting to higher level supervisors and managers on workload and accomplishments. Provide final approval or resolves problems arising over leave usage of subordinates. Perform other duties as assigned.

Collective Bargaining Union

This position is not in a collective bargaining unit. Management Supervisory Services (MSS) AT-Will.

Qualifications

Applicant must have one (1) year of Specialized Experience at the next lower grade-level. Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to administering a VR service delivery system.

Licensures, Certifications and other requirements

NONE

Education

Minimum requirement: A high school diploma; master's degree in public administration, business administration or public policy is preferred. Equivalent combination of education and work experience is considered.

Work Experience

Experience exercising broad latitude in planning, controlling and coordinating the overall administrative program management and policy formulation for the division.

Experience exercising judgment and ingenuity in interpreting the intent of the guides that do exist and in developing applications to specific areas of work.

Work Environment

Work is performed primarily in an office setting.