PROGRAM ADMINISTRATOR

An Overview

A Code Administration Program Administrator plans, organizes, coordinates, and oversees the Rental Inspection Program and related Property Maintenance Programs. The Program Administrator serves as the department's communication coordinator and liaison. The Code Program Administrator will provide administration and oversight of a designated program or multiple programs and its services. As Program Administrator, the incumbent will work collaboratively with internal/external contacts, groups, committees, and partner-organizations in the delivery of program services. Duties and responsibilities may vary depending on the functional area of work, such as educational, community, and social services. This is a non-supervisory job classification.

The position reports to the Assistant Director and has responsibility for an array of department functions which require daily interaction with all departmental Directors, other administrative staff, Code staff, Senior Management, property management companies, and Citizens.

The Opportunity

Prepares program objectives and plans, and evaluates service delivery; examines, prepares, and revises program regulations processes and procedures.

- Administers and oversees program operations; provides direction and guidance of the work performed by program coordinators and staff.
- Evaluates and monitors program effectiveness, identifying areas of concern and makes recommendations for improvement.
- Develops, reviews, and evaluates reports and metrics; prepares periodic and annual progress reports.
- Serves on intra-and interdepartmental committees, as well as serve as a liaison to collaborate with internal and external stakeholders and conducts regular meetings, community meetings, training and special events;
- Understand and interpret Codes and ordinances – City, Virginia Construction Code and Virginia Maintenance Code
- Addresses/track/ respond to complaints, communicates/assists with abatement action, and provides required follow up.
- Serve as the department communication liaison.
- Assists with communicating important information about department and City programs, projects, events, initiatives, services and issues to the residents, employees of Alexandria and the media.
- Plans, organizes, and coordinates the production of forms and publications for the departments, press releases, e-news, web updates, community outreach efforts, and event planning for Boards, Commissions, Task Forces, etc. Researches, writes, copy-edits, and proofs a variety of multi-media content and assists with multi-platform delivery of the content;
- Manages department's Content Management System (CMS) for the web site,

coordinates updating to the city web site, e-news, press releases, etc.
- Researches, writes, edits, and proofs a variety of print, 'Annual Report, press/news releases, brochures, and other publications as needed.
- Researches, writes, edits and proofs public and departmental employee information for electronic distribution over the internet and intranet
- Responsible for creating, updating, and maintaining social media sites and quarterly newsletter; Departmental presentations
- Gather data/documentation for court and testify if required.
- Performs related work as required.

The Ideal Candidate

The ideal candidate should have strong analytical and communication skills, solid judgment, and decision-making skills to effectively carry out operational procedures and functions within the department and assigned programs; it further requires personal responsibility for the effect of such decisions on operations. The ideal candidate must have strong writing skills for the use of publications, internal and external communications, social media, and creation of policies/procedures. Just as important, there is a series of analytical work that is required to facilitate achievement of the department's overall responsibilities. Also required in this position are the use of persuasion and tact in interfacing with policy makers, City staff including senior management, and the Community.

About the Department

The City of Alexandria's Department of Code Administration's focus is to assist customers to achieve compliance with the Virginia's Uniform Statewide Building and Maintenance Codes (USBC), and the City Code nuisance and development provisions. The department contains five divisions: The Permit Center, Property Maintenance Inspections, New Construction Inspections, Plan Review Services, and Administrative Services. If you are curious for a broader view of our City government click here, or for a broader view of the City of Alexandria click here.

Minimum & Additional Requirements
Minimum four (4) year college degree and three (3) years professional experience in program administration (developing, managing, and administering) or any equivalent combination of education, experience and training which provides the required knowledge, skills, and abilities. Experience developing and implementing policies and procedures; Experience in high level administrative work.

Preferred Qualifications

Minimum plus at least 4 years of experience in performing responsible executive level administrative or technical work. Experience includes at least one year of experience managing a large organizational program or initiative. Bilingual- (preferred Spanish/English).