



PROGRAM MANAGEMENT/SUPPORT JOB FAMILY

CAREER PATH

Positions in this family manage or contribute to the management of State programs.

Typical functions

The functions within this job family will vary by level, but may include the following:

- ❖ Collect and analyze data related to an assigned program or operational area.
- ❖ Monitor and evaluate operational efficiency and/or compliance to federal and state laws, rules, and regulations.
- ❖ Provide recommendations for changes or improvements.

The work assigned to positions in this series ranges from assisting with the review of program/operational activities to general management of programs.

Program Assistant

Pay grade: 20

This is a first-level professional position accountable for assisting a program coordinator, program manager, or other administrative superior in the ongoing direction of an agency program or operation or performing administrative research, analysis, and/or evaluation in support of an agency program or operation. At this level, employees analyze and review efficiency of workflows and processes, and make recommendations for changes or improvements.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

High school diploma or equivalent and two years of relevant experience.

Program Specialist

Pay grade: 22

This is a second-level professional position accountable for managing the processes and activities of an agency program or operation or providing support to senior management in a specialized area. This position applies professional and technical knowledge to undertake analysis and interpretation of information and data; participates as a contributing team member presenting recommendations and building on others' ideas; and performs assignments under the general guidance and advice from more experienced colleagues or supervisor.



PROGRAM MANAGEMENT/SUPPORT JOB FAMILY

CAREER PATH

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution.

Senior Program Specialist

Pay grade: 25

(May be utilized in a Non-Supervisory or Supervisory Role)

This is a seasoned professional position responsible for directing and managing processes and activities of large and complicated state projects or conducting large-scale organizational improvement work at the policy level of a state agency and/or may be a policy advisor to senior management in a specialized area. This includes the development of strategies which include anticipating, identifying, and mitigating risk for the state. At this level, projects are managed, or policy is implemented under indirect or general supervision and employees are accountable for highly visible and high impact outcomes which are of significant interest to multiple internal and external stakeholders, the legislature, or the Governor.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and three years of relevant experience.

Program Coordinator

Pay grade: 30

(May be utilized in a Non-Supervisory or Supervisory Role)

This is a managerial position responsible for the overall management and quality assurance of programs or processes within a specific area or function of an agency, including the supervision of lower-level professional staff. At this level, in addition to supervision, employees may perform the activities of higher-level professionals including project management and policy recommendation within a specified area. Employee supervision includes hire recommendations, training, planning and assigning work, performance assessment, coaching, and progressive discipline. In addition, incumbents will be expected to have the knowledge and skills to perform and review the work overseen.



PROGRAM MANAGEMENT/SUPPORT JOB FAMILY

CAREER PATH

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and four years of relevant experience.

Program Manager

Pay grade: 34

This is a seasoned managerial position responsible for the general management of statewide programs and for the supervision of those directly managing each program. At this level, employees are responsible for setting and controlling a budget; supervising policy development for an agency or programs; and establishing means for revising or changing state and/or national laws.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and five years of relevant experience.

Division Director (Program Director)

Pay grade: N/A

A Program Director is accountable for overall direction of operations within an assigned division of the Missouri State Highway Patrol. At this level work involves planning and implementing division programs, policies, procedures, and statewide initiatives related to the responsibilities of the division. Ensures work is done in compliance with relevant federal and state laws. Work may involve providing advice and counsel to other professionals. Responsibilities include making executive level decisions, strategic planning, and working on project teams both within designated program areas and other program areas toward the end of enhancing statewide programs. Supervises both professional and lower-level positions.

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and five years of relevant experience, and three years of supervisory experience.



PROGRAM MANAGEMENT/SUPPORT JOB FAMILY

CAREER PATH

ADDITIONAL INFORMATION

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a background investigation and Patrol administered drug test. The Missouri State Highway Patrol is a Drug Free Workplace.

Employees must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

Minimum Requirements specific to the Program Management/Support Job Family that may apply and are dependent on assigned areas of responsibility:

- ❖ Must be able to obtain and/or possess and maintain a valid driver license.
- ❖ Must be able to obtain and maintain MULES certification within six (6) months of appointment.
- ❖ Must attend and successfully pass CJIS - IT Security Training within six (6) months of appointment.
- ❖ Must attend and successfully pass Police Instructor School within twelve (12) months of appointment.
- ❖ Must be able to obtain and maintain Missouri Department of Public Safety (DPS) Law Enforcement Instructor License within twelve (12) months of appointment.

EEO STATEMENT: The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.



PROGRAM MANAGEMENT/SUPPORT JOB FAMILY

CAREER PATH

Click [HERE](#) to view our employee benefits.

To be eligible for employment with the Patrol, applicants must meet all dress and appearance requirements. Click [HERE](#) for more details about dress and appearance requirements.

Effective: 07/01/2024

Reviewed: 07/01/2024

Revised: 09/18/2025