



PROGRAM MANAGEMENT/SUPPORT JOB FAMILY

CAREER PATH

Program Director

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.

Knowledge, Skills, and Abilities

In addition to those identified in the previous levels within this career path:

Thorough and comprehensive knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of all assigned areas of program management and support, as well as the laws, principles, and practices as they are related to implementation within the agency.

Thorough and comprehensive knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of the agency's policies, procedures, rules, and regulations in the performance of duties.

Thorough and comprehensive knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of the principles and practices of supervisory and management techniques in the performance of duties.

Comprehensive working knowledge of and the ability to demonstrate successful use of computer equipment and associated software/databases in the performance of duties.

Possess and demonstrate successful communication skills in English via all modes of communication.

Possess and demonstrate successful management and prioritization of work within predetermined deadlines and stressful/adverse situations.



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Possess and demonstrate the ability to successfully work as a team member and positively interact with a variety of people, as well as work hours as assigned.

Ability to demonstrate successful performance in the engagement, training, mentoring, and supervision of assigned personnel and support staff.

Ability to demonstrate successful performance in the development of short and long-range plans that meet established objectives and contribute to the overall goals and mission of the agency.

Ability to demonstrate successful performance in the development of presentations and training programs, as well as in presenting and training others in the performance of duties.

Ability to demonstrate successful performance in the research, gathering, correlating, and analyzing of facts to develop statistical reports, charts, recommendations, and/or solutions in the performance of duties.

Ability to demonstrate successful performance and adherence to the rules of conduct for Patrol employees in accordance with General Order 26-02, as well as all other applicable agency policy and procedures.

Ability to demonstrate successful performance and adherence to policy and procedure in the care and maintenance of restricted and confidential information in the performance of duties.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.)

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, with three years supervisory experience.

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



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Requirements that may apply and are dependent on assigned areas of responsibility:

- ❖ Must 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.

Necessary Special Requirements

Documented successful completion of at least 40 hours of professional development and leadership training each fiscal year, in accordance with 1CSR 20-6.010.

Possess and maintain membership with at least one organization as it relates to assigned area of responsibility.

Possess and maintain certification with at least one organization as it relates to assigned area of responsibility.

Pay grade: N/A

FLSA Status: Exempt

Work Schedule: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.

Effective: 07/01/2024

Reviewed: 07/01/2024

Revised: 09/18/2025