



Title: Program Evaluation Manager

Department: Financial Services

Business Unit: Strategy, Planning & Results

Reports to: Hannah Rethamel

Pay grade: 5

Last updated: 04/2026

Position Summary

This position is responsible for leading the development and implementation of an agency-wide program evaluation framework that supports strategic and data-informed decision-making, accountability, and continuous improvement. The role implements evaluation tools and frameworks, plans and prioritizes evaluations, ensures alignment between program outcomes and organizational strategy, and translates evaluation findings into actionable insights for leadership and program teams. Working collaboratively across the organization, this position strengthens evaluation readiness, promotes evidence-based practices, and supports program and organizational performance.

Position Progression

Title	Pay Grade	FLSA
Program Evaluation Manager	5	Exempt

Principal Duties and Responsibilities

These duties and responsibilities are judged to be "essential functions" in terms of the Americans with Disabilities Act or ADA. The below statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such a person.

Title	Principal Duties and Responsibilities
Program Evaluation Framework, Planning, and Scheduling	<ul style="list-style-type: none"> Develops and maintains agency-wide program evaluation framework and logic models, including standards, tools, and guidance across programs. Establishes and manages a multi-year program evaluation schedule aligned with strategic planning, budgeting, and reporting cycles. Prioritizes evaluations based on program risk, scale, maturity, strategic importance, and external requirements.
Program Logic Models and Performance Alignment	<ul style="list-style-type: none"> Ensures program outcomes, indicators, and metrics are clearly defined and aligned with agency strategy and scorecards.





Title	Principal Duties and Responsibilities
Evaluation Readiness, Findings, and Organizational Learning	<ul style="list-style-type: none"> • Supports program teams in refining performance measures to improve clarity, consistency, and usefulness. • Conducts evaluability assessments to determine organizational readiness for meaningful evaluation. • Synthesizes evaluation findings into clear, actionable recommendations for leadership and program teams. Follows up on recommendations. • Works with leadership to address organizational, structural, or process barriers that limit effective program evaluation.
Evaluation Delivery, Quality, and Knowledge Management	<ul style="list-style-type: none"> • Leads or coordinates internal and external evaluation efforts, including development of scopes of work and review of deliverables. • Establishes standards for evaluation rigor, data quality, documentation, and ethical practice. • Maintains centralized systems and processes for storing, organizing, and sharing evaluation plans, reports, and supporting materials. • Ensures evaluation documentation meets internal governance, transparency, and compliance expectations.
Support for Strategy, Project Management, and Team Operations	<ul style="list-style-type: none"> • Supports overall team communication, reporting, knowledge management, and change management efforts related to program evaluation, strategy, and project management. • Develops and contributes to reports, briefings, and presentations for organizational leadership. • Supports SharePoint and related collaboration tools to improve accessibility, consistency, and usability of program evaluation and strategy materials. • Applies change management principles to drive the adoption of evaluation processes and support the implementation of improvements informed by evaluation findings.

Supervisory Responsibilities:

No supervisory responsibilities.

Physical Demands:





The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly sits, uses their hands, talks, and listens. Occasionally, they stand, walk, reach, and bend. They may need to lift or move up to 10 pounds. Specific vision abilities required include close vision and the ability to focus, especially when working on a computer screen and with small numbers. Ability to travel in-state occasionally is required.

Work Environment:

This job operates in a professional office environment with moderate noise and activity. Position may require very limited travel and occasionally possible extended hours past normal 8-5.

Employment Qualifications

The qualifications listed below are guidelines for selection purposes; alternative qualifications may be substituted if sufficient to perform the duties of the job.

Education:

This position requires a bachelor’s degree in business administration, public administration, or related field, or equivalent combination of education and experience.

Experience:

Title	Experience
Program Evaluation Manager	5 years of related experience and/or training in economic development, project management, program evaluation, business analysis, or public administration. Experience in process improvement, group facilitation, and supporting strategy-driven initiatives is preferred.

Certificates, Licenses, or Registrations:

None required.



Other Knowledge, Skills, and Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Knowledge of change management principles and strategies to support adoption of evaluation practices.
2. Knowledge of group facilitation techniques to guide stakeholder engagement and collaborative processes.
3. Skill in program planning, execution, and managing deliverables.
4. Skill in designing and implementing evaluation systems, processes, and tools.
5. Ability to learn a system and apply it in a highly complex setting.
6. Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
7. Ability to create systems and processes that support program evaluation and evaluation readiness and development of a culture of evaluation in the organization.
8. Ability to define problems, collect data, establish facts, and draw valid conclusions.
9. Ability to make sound decisions in a fast-paced, dynamic setting.
10. Ability to develop and execute programs and deliverables.
11. Ability to deal with a variety of abstract and concrete variables.
12. Ability to function with a keen attention to detail
13. Ability to function with strong written and verbal communication skills.
14. Ability to effectively present information to top management, internal groups, and others.
15. Ability to effectively use common business computer software such as word processing, spreadsheet, presentation software; and/or specific software related to the position responsibilities.