



Job Title	Program Coordinator	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	4	Job Code	12753

Class Specification – Program Coordinator

Summary Statement:	
<p>The purpose of this position is to oversee, direct, and coordinate operations and activities of an assigned program within a City department or division including recreation, transportation, and community services; to assist in the development and implementation of program goals and objectives; to ensure program compliance with City rules, regulations, and standards; and to perform a variety of technical tasks in support of assigned area of responsibility.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
45%	Oversee, direct, and coordinate operations and activities of an assigned program within a City department or division including recreation, transportation, and community services; ensure adherence to City rules, regulations, and guidelines. Recommend and assist in the implementation of goals and objectives; establish schedules for providing program services; and implement approved policies and procedures. Monitor program performance; evaluate program effectiveness in meeting community needs and requirements; and recommend and implement modifications to systems and procedures.
20%	Oversee the registration of program participants as assigned; and ensure that program classes are not over-enrolled and that they are adequately staffed. Assist in selecting, training, motivating, and evaluating assigned personnel, seasonal workers, and volunteers; and provide or coordinate staff training.
20%	Promote and coordinate specific marketing activities within an assigned program; and prepare program event and facility marketing material including news releases, flyers, schedules of events, pamphlets, and brochures. Provide assistance in the development, oversight, and monitoring of assigned program budget; participate in eliciting community or funding agency financial support for programs; and monitor and track expenditures to ensure compliance with program budgets. Create, research, design, and implement educational programs appropriate for community participation.
15%	Coordinate and facilitate community group meetings and events to communicate



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program goals and objectives; and respond to community issues and concerns. Schedule usage of program facilities for activities as assigned; and provide information and assistance to users of facilities. Maintain records and develop reports concerning new or ongoing programs and program effectiveness; and prepare statistical reports as required. Coordinate activities with emergency agencies as required. Monitor program compliance with laws, rules, and regulations related to provision of assigned services; and interpret and explain regulations for assigned program areas. Maintain awareness of new developments in the field of assigned program area; and incorporate new developments as appropriate into programs.

Competencies Required:

Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.

Math: Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply



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technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor’s degree from an accredited college or university with major coursework in business administration, public administration, or a related field.

Experience: Three years of full-time responsible program administration experience.

Education and Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised:

Work may require managing and monitoring work performance by directing subordinate supervisors, including making final decision on hiring and disciplinary actions, evaluating program/ work objectives and effectiveness, and realigning work and staffing assignments, as needed.

Supervision Received:

Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:

This job title does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget/fiscal expenditures (typically non-



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discretionary expenditures) for a work unit of less than department size (programs, activities, projects or small organizational units) or responsibility for fiscal management of capital project(s).

Physical Demands: Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: June 2015