

CITY OF BEAVERTON

Program Coordinator

General Summary

Manage the daily operations of a program. A program is defined as a distinct and specialized set of operations and activities within a department oriented toward a providing a social and/or technical service to external clients

Key Distinguishing Duties

Plan, promote, and evaluate various program goals and activities. Perform client-based services in a discipline that requires a formal body of professional and/or technical knowledge.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Provide expert/specialized information to clients, community members and groups.
2. Serve as liaison between program and community. Represent the City to the public in program area as required.
3. Evaluate program operations. Recommend and implement program and policy improvements.
4. Manage program activities including marketing, outreach and communications with internal and external leaders and members. Research, analyze and recommend outreach strategies and opportunities.
5. Assist in developing and monitoring program budget.
6. Provide professional, sensitive, confidential and timely research and analysis in support of program activities and in response to inquiries for information and materials.
7. Develop and produce educational materials, training, public involvement activities and program focused events.
8. Manage program volunteers, including recruitment, hiring, training, supervision, and evaluation. Discipline or terminate volunteers when necessary. Provide direction to City staff assigned to assist with program elements.
9. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met. Prepare reports and recommendations.

10. Participate in division and section operational processes including procedure development and implementation.
11. Provide excellent internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Focus on producing high quality results.
12. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
13. Participate in the City Emergency Management program including classes, training sessions and emergency events.
14. Follow standards as outlined in the Employee Handbook.
15. Produce an acceptable quantity and quality of work that is completed within established timelines.
16. Support and respect diversity in the workplace.

Other Functions

1. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Working knowledge of services, activities and operations of the assigned program.
- ◆ Working knowledge of principles and practices of program administration.
- ◆ Working knowledge of principles and procedures of budgeting and financial record keeping.
- ◆ Working knowledge of federal, state and local laws, administrative rules, and ordinances, pertinent to assigned program.
- ◆ Basic knowledge of marketing and advertising principles and practices.
- ◆ Basic knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Basic knowledge of strategic planning methods.
- ◆ Basic knowledge of public purchasing and contracting laws and regulations.
- ◆ Basic knowledge of cultural sensitivities and customs.

Skills/Abilities Required

- ◆ Ability to apply excellent internal and external customer service skills.
- ◆ Ability to communicate effectively with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to make presentations before groups.
- ◆ Ability to use general office equipment.
- ◆ Ability to participate on a team focused on producing high quality results.

- ◆ Skill in using word processing, database applications, spreadsheet programs or other application software as required for position.
- ◆ Skill in standard English grammar, spelling and usage.

Minimum Qualifications Required for Entry

Bachelor's degree in field related to area of assignment and two years' program coordination experience pertinent to area of assignment, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Regular focus on a computer screen; daily use of a keyboard or similar device; occasional standing for prolonged periods; occasional to daily dealing with distraught or difficult individuals; frequent travel to local off-site locations; frequent operation of a motor vehicle on public roads; frequent attendance at meetings or activities outside of normal working hours, including evenings and weekends.

Classification History

Classification revised: July 2012

Status: SEIU
FLSA: Non-exempt

Department Head Signature

Human Resources Signature

Date

Date