



Career Service Authority

Operations Coordinator

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GENERAL STATEMENT OF CLASS DUTIES

Performs full performance professional work coordinating operational and/or administrative programs or functions, acting as a liaison to facilitate communication between sections/divisions, business/community groups, and/or the public, and serving as a technical advisor.

DISTINGUISHING CHARACTERISTICS

This class performs full performance professional work coordinating operational and/or administrative programs or functions, acting as a liaison, and serving as a technical advisor. This class is distinguished from a Staff Assistant that performs paraprofessional level work assisting professional staff in the execution and application of a specific administrative function(s) to the operations of an organization. The Operations Coordinator is also distinguished from the Administrator I class that performs a variety of specific administrative activities/projects of limited scope in a specialized, functional area which requires a thorough foundation in the principles and practices of the functional area in order to maintain and improve the efficiency and effectiveness of the function and provide supportive, interpretive, and advisory information to higher level administrators, managers, and/or other stakeholders.

The Operations Coordinator is distinguished from the Program Administrator in that a Program Administrator performs full performance professional level work implementing, administering, and developing program activities and functions and provides technical expertise to program staff, other agencies, the community, and program participants. A Program Administrator administers a program that is defined as a specialized area with specific components that include its own policies, procedures, goals, objectives, budget, and tasks that distinguish it from the main body of a department/agency. A program may complement the core goals and objectives of an agency/department but it is separate from the functional areas that support the core goals and objectives. An Operations Coordinator coordinates operational/administrative programs and/or functions that support the core goals and objectives of a department/agency. Additionally, an Operations Coordinator is distinguished from a Program Coordinator that performs administrative and paraprofessional work organizing the administrative aspects for a program that is separate from the functional areas that support the core goals and objectives of an agency/department.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Coordinates operational and/or administrative program/functional activities, services, and regulatory requirements and serves as a liaison and central point of contact between various sections/divisions, customers, business/community organizations, and/or other stakeholders.

Serves as a technical advisor, provides consultative and technical guidance to city employees/managers and/or other stakeholders, and assists in resolving difficult and sensitive inquiries and complaints.

Recommends and implements new or revised operational/administrative policies, procedures, requirements, guidelines, and/or new directives and communicates the changes to employees and management.

Conducts surveys, compiles and analyzes trends/data, establishes systems for gathering and maintaining information pertinent to the program/functional area, and recommends revisions and/or changes.

Coordinates, implements, and monitors department/division specific training activities for the program/functional area including conducting needs assessments, evaluating training needs and effectiveness, and participating in instruction.

Communicates with a wide range of city staff and management, outside agencies, consultants, contractors, vendors, community/business groups, and the general public to share information and resolve problems or issues.

Prepares a variety of analytical and operational reports, correspondence, and other documentation and provides operational information and statistical data for management/departmental use.

Performs other related uses as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior, works with others toward an agreement, and negotiates to find mutually acceptable solutions.

Interpersonal Relationship and Service Orientation – Demonstrated competency in working with a wide range of government departments with diverse business needs, interests, expectations, and requirements.

Reading - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Recognizes or uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written information including technical material that is appropriate for the intended audience.

Planning and Evaluating – Organizes work, sets priorities, and determines resource requirements, determines short- or long-term goals and strategies to achieve them, coordinates with other organizations or parts of the organization to accomplish goals, and monitors progress and evaluates outcomes.

Conflict Management – Manages and resolves conflicts, grievance, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Problem Solving – Identifies problems, determines accuracy and relevance of information, uses sound judgment to generate and evaluate alternatives, and makes recommendations.

Customer Service - Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Organizational Awareness – Knows the organization's mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

Oral Communication - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others, and facilitates an open exchange of ideas.

Self-Management - Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Decision Making - Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish goals, and causes change.

Information Management – Identifies a need for and knows where and how to gather information and organizes and maintains information or information management systems.

Physical Demands:

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Education Requirement:

Bachelor's Degree.

Experience Requirement:

Three years of paraprofessional experience coordinating programs and/or assisting professional/management staff with administrative or operational functions.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the one year of the minimum experience requirement.

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

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 03/08/2009

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class.