General Statement of 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.

Level of Supervision Exercised
By position, performs lead work.
By position, performs supervisory duties.

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.

### Competencies

**Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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

**Oral Communication** - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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

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

**Working with People** - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflicts.

**Writing** – Writes in a clear, concise, organized, and convincing manner for the intended audience.

### Knowledge & Skills

None

### Education Requirement

Bachelor's Degree.

### Experience Requirement

Three (3) years of paraprofessional experience coordinating programs and/or assisting professional/management staff with administrative or operational functions.
Education & 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.

Licensure & Certification

None

Working Environment

For DPL Positions Specifically:

Potential exposure to infections and contagious diseases.
Subject to varying and unpredictable situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.
Handles absentee replacement on short notice.
Handles emergency or crisis situations.
Personal Safety: aware of surroundings, people, and events.

Level of Physical Demand

For DPL Positions Specifically:

2-Light (10-20 lbs.) to 4-Heavy (50-100 lbs.)

Physical Demands

For DPL Positions Specifically:

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: Remaining in a stationary position.
Reaching: Extending the hands, arms, or other device in any direction.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Fingering: Picking and pinching, through use of fingers or otherwise.
Talking: Communicating ideas or exchanging information.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Repetitive Motions: Making frequent or continuous movements.
Eye/hand/foot coordination: Performing work through using two or more body parts or other devices.
Walking: Ability to move or traverse from one location to another.
Carrying: Transporting or moving an object.
Pushing: Exerting force upon an object so that it moves away from the person.
Pulling: Exerting force upon an object so that it is moving to the person.
Balancing: Maintaining equilibrium.
Stooping: Positioning oneself low to the ground.
Kneeling: Assuming a lowered position.
Crouching: Positioning body downward and forward.
Lifting: By Position, may move objects 10-20 pounds, 20-50 pounds, or 50-100 pounds from one level to another.
Standing: Remaining in a stationary position.
Written Comprehension: Ability to discern the meaning of written words.
Neck Flexion: Perceiving objects located above or below.
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
Kneeling: Assuming a lowered position.

**Background Check Requirement**

Criminal Check
Employment Verification
Education Check

**Assessment Requirement**

None

**Probation Period**

None

**Class Detail**

Pay Grade: A-808
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date:
Revised By:
Class History: