



Office of Human Resources
Program Coordinator - LA2430
THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Performs support work organizing the administrative aspects for a program area(s), assists with the development of work processes and procedures to provide program services, reviews effectiveness of program services and efficiency of processes, and recommends revisions to prescribed program guidelines and objectives.

Distinguishing Characteristics

There are three classes in the program series; however, this is not a progressive series. This class assists with the development of work processes and procedures to provide program services and reviews effectiveness of program services and efficiency of processes. This class is distinguished from the Program Administrator which implements, administers, and develops program activities and functions and may by position supervise program staff. This class is distinguished from the Program Manager which provides leadership, direction, and planning for a program(s), supervises program staff, and is responsible for budgetary and resource decisions. This class is distinguished from the Staff Assistant that performs support work assisting professional staff in the execution and application of specific administrative functions to the operations of a department/agency.

Definition of a Program:

A program is 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 a department/agency but it is separate from the functional areas that support the core goals and objectives.

Level of Supervision Exercised

By position, performs lead work.

Essential Duties

Monitors and reviews while assisting with the design, organization, establishment and evaluation of work processes to ensure delivery of program services and to fulfill program objectives. Conducts reviews of existing policies, procedures, and directives and recommends revisions or additions when necessary.

Explains policies, processes, applicable laws, rules, regulations, and guidelines specific to a program to resolve problems, functions as an information clearinghouse for program questions, and provides information and advice to current and potential program participants on program issues and requirements.

Coordinates action where several organizational entities are involved and follows up to ensure that all details and requirements are met.

Reviews program operations for compliance, identifies program strengths and weaknesses and problem areas of non-compliance, recommends corrective action, and instructs individuals and groups on proper methods and procedures for compliance with program regulations.

Assists with planning, monitoring, and evaluating the program area.

Writes or revises procedural and training manuals and summary reports.

Delivers orientation, training demonstrations, and presentations for individuals, groups, and organizations.

Assists with the recruitment process and trains volunteers.

Collects customer and participant data from sources including surveys to gather information on program services and customer satisfaction, monitors program participants to ensure quality services are rendered, and provides continuous support to program participants to identify gaps in services.

Assists in the development of the program budget, approves and processes pre-approved expenditures, and assists with preparing grants.

Performs other related duties 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

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

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.

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.

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

Knowledge & Skills

Skill in applying existing guidelines or recommending new approaches to the development and modification of work plans, methods, and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Education Requirement

Associate degree in Public Administration, Management, Sociology, Psychology, Political Science, or a related field.

Experience Requirement

Three (3) years of technical or administrative experience specific to the position.

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.

A combination of appropriate education and experience may be substituted for the minimum education and 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-618
FLSA Code: N
Established Date: 9/21/2018
Established By: LS
Revised Date: 8/5/20
Revised By: LS
Class History: 8/5/20 - Changed action verbs to more appropriate non-exempt terminology