



Office of Human Resources  
Program Coordinator - MA2427  
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.

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

### Licensure & Certification

None

### Working Environment

Pressure due to multiple calls and inquiries.  
Subject to many interruptions.  
Subject to long irregular hours.

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

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

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

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

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

### Background Check Requirement

Criminal Check  
Employment Verification  
Education Check

### Assessment Requirement

None

### Probation Period

At-Will Position.

### Class Detail

**Pay Grade: A-618**

**FLSA Code: N**

**Established Date: 12/14/2018**

**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**