CLASS SPECIFICATION
Program Coordinator

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, plans, organizes, manages, evaluates and participates in a small to moderate-sized program or project; plans and monitors performance against program goals and objectives and ensures program results; interacts with internal and external program or project stakeholders to build program support; and performs related duties as assigned.

NOTE: This is a deep classification as provided in the HR Administrative Rules, 8.5 – Classification: Deep Classification Series, and incumbents may be reclassified in accordance with that Rule.

DISTINGUISHING CHARACTERISTICS

A Program Coordinator is responsible for planning, implementing and evaluating a small to moderate-sized program, generally with visibility and impact limited to the mission and work of a bureau division. An incumbent is responsible for attaining program and project results and for leading and participating in efforts to build program support with internal and/or external program stakeholders. Work requires strong analytical and communications skills and program/project management capabilities. Technical knowledge required for program activities can generally be learned within a reasonable time on the job and is not mandatory at time of appointment. An incumbent may supervise staff assigned to the program.

Program Coordinator is distinguished from Program Specialist in that an incumbent in the former class has overall program management responsibility for a small to moderate-sized program or project and is responsible to ensuring program results to meet established goals and objectives.

Program Coordinator is further distinguished from Program Manager in that an incumbent in the latter class has overall program management responsibility for a moderate to large program or project with bureau- or Citywide impact and visibility.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Researches, develops, recommends and implements program or project plans to meet overall program goals established by the bureau; develops and recommends program budgets and rate models, features and metrics; develops and recommends associated program policies and operating and administrative procedures; identifies and recommends solutions to program resource needs and requirements; develops an annual work program and calendar; plans, organizes, implements and evaluates work activities to meet established overall program or project goals and objectives; analyzes alternative

methods or processes to meet program and service delivery goals, including conducting cost benefit and resource requirement analyses; ensures program compliance with all applicable City and outside agency requirements.

2. When serving as program/project leader: defines project scope and boundaries; performs critical path analyses and sets project priorities; develops project task lists and time estimates; performs cost benefit analyses; establishes project metrics; oversees and coordinates completion of project tasks to meet time, quality and cost expectations; meets with customers to review project status and resolve development/implementation issues.

3. Identifies public and private resources to support program objectives; develops proposal and funding applications; drafts requests for proposal, including defining scope of work; participates in evaluating bidder proposals and recommending selection of the successful contractor; drafts required ordinances and other related reports; administers contracts for services and monitors work to ensure contract requirements are met.

4. Maintains program data and evaluates program effectiveness; monitors conformance with program budget and other City/grantor requirements; gathers and tracks data on associated City costs for program activities; develops narrative and statistical program performance reports and recommendations.

5. Coordinates program services and activities with other bureaus and City offices; develops program partnerships, where applicable, with external agencies and organizations; facilitates development of agreements for multi-agency efforts.

6. Plans, develops and conducts program outreach and promotional activities; develops information and outreach materials; plans and conducts program events, including planning and carrying out event/activity logistical arrangements.

7. Serves as a technical resource for program information; may supervise or lead other staff assigned to the program; provides training and technical assistance to City and other agency staff; provides interpretations of program policies and associated regulations; represents the bureau in meetings with outside agencies regarding program issues.

OTHER DUTIES

1. Researches available technologies applicable to program responsibilities; establishes or recommends evaluation criteria and methodologies; plans and conducts pilot tests and documents results; recommends new and enhanced technologies to achieve program goals.

2. Provides staff support to and leads and facilitates community-planning processes in areas of assigned responsibility.

3. Recruits and coordinates the work of volunteers providing support to program activities.

4. Drafts a variety of applications for grant funding, legislative proposals and other program-related materials.

5. Coordinates and monitors program/contract compliance of grantee agencies.

6. Develops and maintains databases required to manage, integrate and report on program activities.
7. Evaluates and organizes complex work procedures and processes.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, practices and methods of program, administrative and organizational analysis.
2. Principles, practices, tools and techniques of program/project planning, budgeting and management.
3. Principles and practices of public administration, including purchasing, contracting and maintenance of public records.
4. Principles, practices and methods of municipal budget development and management.
5. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
6. Basic principles and practices of public outreach and involvement, including marketing principles and practices.
7. Principles and practices of sound business communication.
8. Principles and practices of rate making.

Ability to:

1. Analyze difficult program, administrative, operational and organizational objectives and issues, evaluate alternatives and reach sound, logical, fact-based conclusions and recommendations.
2. Collect, evaluate and interpret appropriate and applicable data, either in statistical or narrative form.
3. Coordinate program activities with multiple stakeholders and facilitate development of agreement and consensus.
4. Apply sound, creative problem solving techniques to resolve difficult program issues and problems.
5. Understand, interpret, explain and apply laws, regulations, ordinances and policies applicable to program/project responsibilities.
6. Understand, interpret and respond to internal and external customer needs and expectations.
7. Develop and maintain rate models.
8. Prepare clear, concise and comprehensive reports, correspondence and other documents appropriate to the audience.

9. Present conclusions and recommendations clearly, logically and persuasively to both internal and external program/project stakeholders.
10. Ensure the maintenance of all required files, records and documentation.
11. Coordinate and integrate multiple program or project work activities to meet critical deadlines.
12. Exercise independent judgment and initiative within established guidelines.
13. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations.
14. Establish and maintain effective working relationships with bureau managers and staff, staff of other bureaus, representatives of other agencies, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration or a closely related field; and at least three years of progressively responsible experience involving analysis, planning, development and/or implementation of program activities to meet organization goals; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain work assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):
0968 PROGRAM MANAGER I. Adopted: 07-01-92
0966 PROGRAM COORDINATOR. Adopted: 07-01-92
0530 ACCOUNTING SUPERVISOR I. Adopted: 07-01-92; Revised: 09-01-93

Revised: 11-24-04 Clarified program knowledge requirements, supervisor responsibilities and Distinguishing Characteristics.

June 2009 - Change Job Class number from 7154 to 30000464, due to system change.