

Office of the City Auditor

CLASS SPECIFICATION

COORDINATOR IV

[Salary Grade 58](#)

Established: December 13, 2018

CLASSIFICATION SUMMARY

Under general direction, supervises, plans, and evaluates programs and functions and oversees internal and external stakeholder collaboration.

Responsibilities include: supervising the work of staff in the development and maintenance of partnerships with internal and external stakeholders to advance the goals of the unit; implementing, coordinating, and supervising unit programs and activities; developing strategy and approach for complex issues and projects; creating advancements that improve standard practices and procedures of unit; implementing elements of a specialized Auditor's Office program.

DISTINGUISHING CHARACTERISTICS

Coordinator IV is the highest of four and the supervisory-level classification within the Coordinator series. This classification is specific to the City Auditor's Office and may not be used by other City Bureaus/Offices.

Coordinator IV is distinguished from Coordinator III in that the former supervises more staff and has considerable discretion in program oversight and development.

Coordinator IV is distinguished from the Analyst series in that the latter exercises critical investigative ability, judgment, and discretion in making recommendations or decisions with an organizational impact and the former evaluates data and other information, collaborates with stakeholders to meet the goals of unit programs and functions, and supervises the work of staff.

Coordinator IV is distinguished from the Supervisor series in that the former is responsible for overseeing the work of staff responsible for internal and external programs and functions requiring specialized experience and training, and the latter is responsible for supervising organizational unit programs and projects and ensuring activities are completed.

ESSENTIAL FUNCTIONS

The incumbent may perform a combination of the following and related duties as assigned.

General Duties:

1. Support the mission, objectives, and service expectations of the Auditor's Office; contribute to an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.
2. Develop standard practices and procedures for the activities of assigned programs or projects; establish program and performance goals and communicate expectations to staff; oversee development of new programs; assess and evaluate existing programs.
3. Perform professional and operational duties, including planning and evaluation, and coordinate community development and outreach activities by leading ongoing working groups, special project teams, and collaborative efforts with staff and management.
4. Oversee, supervise, and provide internal and external customer service to City employees and the public on programs and services related to the unit; research and analyze complex customer

service complaints and issues; identify areas of concern and develop recommendations for solutions and improvements; prepare clear and concise written responses.

5. Supervise and coordinate the dissemination of information to ensure consistency in communication about programs, services, events, policies, and procedures; evaluate and enhance communication to increase public awareness of mission, goals, and results.
6. Recommend and implement updates to established policies, guidelines, and standards used by the assigned unit to improve efficiency, effectiveness, and equity.
7. Establish, collaborate with, and supervise teams of professionals, paraprofessionals, contractors, and/or volunteers, in planning, developing, implementing, and evaluating programs or activities, including community and media promotions, education and advertising campaigns, and organizational unit projects and initiatives.
8. Lead and participate in community organizations and committees, City work groups, and collaborative teams to develop and implement comprehensive public information, public awareness and involvement, community education and outreach, and media relations activities to meet Auditor's Office and unit goals and objectives.
9. Oversee the planning, implementing, and evaluating of special events.
10. Oversee the delivery of services, products, and projects to the public, other governmental agencies, or private industry.
11. Oversee the maintenance of websites, social media presence, and hardcopy and electronic forms, applications, and brochures.
12. Act as liaison between the Auditor's Office and other agencies; review overlapping policies and resolve conflicts; facilitate integration of new partner agency initiatives.
13. Oversee staff responsible for organizing, coordinating, and implementing trainings for program staff and volunteers; conduct and evaluate training programs.
14. Oversee the development and monitoring of contract and grant programs, policies, and procedures; ensure compliance with requirements; update and submit reports.
15. Supervise staff; develop performance requirements and personal development targets; develop job duties and responsibilities; monitor and evaluate performance, provide coaching for performance improvement and development, and complete annual performance reviews; recommend discipline as necessary.

Specific Duties:

In addition to the General Duties, the incumbent may perform a combination of the following duties specific to the position.

1. Oversee assigned staff responsible for developing strategic equity and inclusion initiatives and action plans; analyze, assess, and make recommendations for policy and procedure changes.
2. Assume responsibility for any specific duties in the Coordinator I, Coordinator II, or Coordinator III positions.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general direction by the Auditor, a Manager or other management-level position.

Directly supervises Coordinator I, II, or III positions and/or other staff.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Knowledge of principles and practices of business communication and program administration.
2. Knowledge of and the ability to apply principles of supervision, training, and performance evaluation.
3. May require knowledge of principles, practices, and methods of event planning, community outreach activities, and communication design.

4. May require knowledge of social media, online marketing, and website maintenance.
5. Advanced skill in customer service and conflict resolution.
6. May require skill in evaluating consultant proposals; administering and overseeing the management of consultant contracts.
7. Ability to learn Auditor's Office and City rules, policies, and procedures related to area of assignment.
8. Ability to analyze complex or technical issues and problems, evaluate alternatives, and recommend policies, strategies, and effective courses of action.
9. Ability to exercise independent judgment, problem-solve, and take initiative within established procedures and guidelines.
10. Ability to use City-specific technology and general office software.
11. Ability to communicate clearly, logically, and persuasively, both orally and in writing; prepare concise and comprehensive reports, correspondence, and other documents.
12. Ability to analyze, interpret, explain, and apply relevant laws, regulations, ordinances, policies, and procedures.
13. Ability to establish and maintain effective working relationships with managers and staff, elected officials, representatives of other government agencies, and others.
14. Ability to supervise and direct staff of non-technical and technical personnel.
15. Ability to supervise a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
16. Ability to research, plan, and implement public information and education programs to build and maintain public awareness of mission, goals, and results.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: Bachelor's degree from an accredited college or university in communication, marketing, business administration, public administration, or field related to organizational unit or Bureau/Office;

AND

Experience: Six (6) years of progressively responsible experience involving analysis, planning, organizing, and/or evaluating programs in a public agency or customer service related field, including two (2) years in a supervisory or lead role.

Special Requirements and/or Qualifications:

Specific licensure or certification in a relevant field may be required for certain positions.

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

Experience in performing work related to organizational unit may be required for certain positions.

Preferred Qualifications:

Professional certification in a relevant field.

Bargaining Unit: Nonrepresented

FLSA Status: Exempt

HISTORY

Revision Dates: