

City of Portland

## CLASS SPECIFICATION

### COORDINATOR II

[**CLASS CODE**]

[**ESTABLISHED DATE**]

#### **CLASSIFICATION SUMMARY**

Reports to a Coordinator IV, Supervisor, Manager, or other supervisory- or management-level position. Under general supervision, performs a variety of professional duties, including planning, organizing, evaluating programs and functions and collaborating with internal and external stakeholders.

Responsibilities include: serving as a liaison to the public and/or other organizational units; developing partnerships with internal and external stakeholders to advance the goals of the unit; implementing and coordinating participation with vendors, agencies, and organizations; working with stakeholders and other Bureaus/Offices to develop strategies and approaches for moderate to complex programs and projects; collecting and disseminating information; implementing elements of a specialized Bureau/Office program.

#### **DISTINGUISHING CHARACTERISTICS**

Coordinator II is the second of four classifications in the Coordinator series.

Coordinator II is distinguished from Coordinator I in that the former is responsible for larger or multiple smaller projects, programs, or events, may lead the work of a small to moderate size team, and requires less oversight and direction from supervisory or management staff.

Coordinator II is distinguished from Coordinator III in that the latter has more responsibility for ensuring program or project implementation, leads the work of contractors, Coordinator positions and other staff, and performs complex or technical work with more authority for independent decisions and recommendations.

Coordinator II 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 and collaborates with stakeholders to meet the goals of unit programs and functions.

#### **ESSENTIAL FUNCTIONS**

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. Perform professional, analytical, and operational duties, and community development and outreach activities, by participating in ongoing working groups, special project teams, and collaborative efforts with staff and management.
2. Initiate, collaborate with, and may lead small teams of professionals, paraprofessionals, staff, 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.
3. Provide internal and external customer service to City employees and the public on programs and services related to the unit; compile, research, and evaluate customer service complaints and

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

4. Coordinate and enhance the sharing of information to ensure consistency in unit messaging and branding of programs, services, events, policies, and procedures to increase public awareness of mission and goals.
5. Update and maintain internal databases, mailing lists, and other tracking software; analyze data, identify gaps, and resolve issues.
6. Prepare cooperative purchasing agreements and interagency agreements.
7. Recommend and implement updates to established guidelines and standards used by the assigned unit to improve efficiency.
8. Deliver services, products, and projects to the public, other governmental agencies, and private industry, through collaborative efforts with City staff and management, and external partners.
9. Participate in community organizations and committees, City work groups, and collaborative teams to develop and implement public policy, public information, public awareness and involvement, community education and outreach, and/or media relations to meet City and unit goals and objectives.
10. Recruit, train, and lead team participants including volunteers and other community members; provide ongoing support to teams.
11. Organize, coordinate, and implement trainings for program staff and volunteers; conduct and evaluate training programs.
12. Develop and monitor contract and grant programs, policies, and procedures; ensure compliance with requirements; update and submit reports; draft related documents.
13. Maintain websites, social media presence, and hardcopy and electronic forms, applications, and brochures; create and revise current forms, applications, and brochures.

Specific Duties:

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

1. Plan, administer, and oversee surveys and other program evaluation data collection efforts; collaborate with vendors and staff on survey design and reports; analyze results and apply to program improvement efforts; develop executive summaries and other reports.
2. Plan, organize, and implement Bureau/Office website design, including information architecture, user interface design and interactivity, usability, search engine optimization, information graphics, and social media content.
3. Coordinate the delivery of the Employee Assistant Program (EAP) services to City employees; receive and review confidential requests for assistance and make referrals; research and coordinate referral requests; coordinate EAP activities with other Bureaus/Offices.
4. Assist with planning, developing, organizing, and implementing water and environmental programs and projects; implement programs to ensure City's and local industries' compliance with local, state, and federal policy, laws, and regulations; plan, design, and manage facilities for groundwater, storm water, wastewater, and watershed resources.
5. Assist with planning, developing, organizing and implementing of right of way and transportation programs and projects.
6. Draft and implement equity and inclusion initiatives; analyze, assess, and make recommendations on procedure changes.
7. Assess and identify equipment needs; develop and write comprehensive specifications; make replacement recommendations to management; determine appropriate acquisition methods; assist in developing purchasing requisitions; organize licensing for new and rental vehicles and equipment.

8. Administer various activities related to law enforcement programs, systems, and function(s); maintain and expand Portland Police Bureau (PPB) and City systems to partner agencies to improve efficacy in law enforcement efforts.
9. Assist in the coordination of the acquisition and sale of real property; research and review rental and lease agreements; consult with tenants and other stakeholders.

### **SUPERVISION RECEIVED AND EXERCISED**

The work of this classification is performed under general supervision and oversight by a Coordinator IV, Manager, or other supervisory- or management-level position.

This classification has no supervisory responsibilities, although it may lead volunteers.

### **KNOWLEDGE/SKILLS/ABILITIES REQUIRED**

1. Knowledge of principles and practices of business communication and program administration.
2. May require knowledge of principles, practices, and methods of event planning and community outreach activities.
3. May require knowledge of and ability to apply principles, practices, and techniques of communication theory and best practices in web design.
4. May require knowledge of social media, online marketing, and website maintenance.
5. May require knowledge of principles, theories, methods and techniques of natural resources management and environmental protection.
6. Skill in customer service and conflict resolution.
7. May require skill in evaluating consultant proposals; administering and overseeing the management of consultant contracts.
8. May require skill in negotiating with representatives of regulatory agencies to resolve technical and/or compliance issues.
9. Ability to learn City rules, policies, and procedures related to area of assignment.
10. Ability to exercise independent judgment, problem-solve, and take initiative within established procedures and guidelines.
11. Ability to utilize City-specific technology and general office software.
12. Ability to communicate clearly, logically, and persuasively, both verbally and in writing; prepare concise and comprehensive reports, correspondence, and other documents.
13. Ability to collaborate with communities of color and people traditionally underrepresented in local decision-making; facilitate inclusive participation in programs and activities; communicate cross-culturally.
14. Ability to analyze, interpret, explain, and apply relevant laws, regulations, ordinances, policies, and procedures.
15. Ability to establish and maintain effective working relationships with Bureau/Office managers and staff, representatives of other governmental agencies, the public, and others encountered in the course of work.
16. Ability to provide guidance to staff to accomplish overall work objectives.
17. Ability to research, plan, and implement public information, awareness, and education programs to build and maintain public awareness of mission and goals.

### **MINIMUM QUALIFICATIONS REQUIRED**

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

**Education/Training:** Course work from an accredited college or university in business administration, public administration, or field related to organizational unit or Bureau/Office;

AND

**Experience:** Three (3) years of progressively responsible experience involving analysis, planning, organizing, and/or evaluating programs in a public agency or customer service related field.

**Special Requirements and/or Qualifications:**

Specific licensure, certification, or training 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:**

Bachelor's degree from an accredited college or university with major course work in business administration, public administration, or related field.

Minimum Salary: xxxxx per [pay period, month, annual]

Maximum Salary: yyyyy per [pay period, month, annual]

Bargaining Unit: Non-represented

FLSA Status: Non-Exempt

HISTORY

Revision Dates: