

City of Portland

CLASS SPECIFICATION
COORDINATOR III

[CLASS CODE]

[ESTABLISHED DATE]

CLASSIFICATION SUMMARY

Reports to a Coordinator IV, Supervisor, Manager, or other supervisory- or management-level position. Under minimal 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; leading staff and collaborative groups within the assigned program, project, or function; working with stakeholders and other Bureaus/Offices to develop strategies and approaches for complex programs and projects; developing and disseminating information; implementing elements of a specialized Bureau/Office program.

DISTINGUISHING CHARACTERISTICS

Coordinator III is the third of four classifications within the Coordinator series.

Coordinator III is distinguished from Coordinator II in that the former has more discretion for ensuring program or project implementation, may lead the work of staff, volunteers or contractors, may supervise a small staff, and performs complex work with more authority for independent decisions and recommendations.

Coordinator III is distinguished from Coordinator IV in that the latter supervises a minimum of four employees and has considerable discretion in program oversight and development.

Coordinator III 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. 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; promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.
2. Perform professional and operational duties, and community development/outreach activities by leading ongoing working groups, special project teams, and collaborative efforts with staff and management.

3. Lead 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.
4. Lead and provide internal and external customer service to City employees and the public on programs and services related to the unit; compile, research, and analyze customer service complaints and issues; identify areas of concern and develop recommendations for solutions and improvements; prepare clear and concise responses.
5. Lead and coordinate the sharing of information to ensure consistency in unit messaging and branding of programs, services, events, policies, and procedures; evaluate and enhance messaging to increase public awareness of mission and goals.
6. Oversee and maintain internal databases, mailing lists, and other tracking software; analyze data, identify gaps, and resolve issues.
7. Prepare complex cooperative purchasing agreements and interagency agreements.
8. Recommend and implement updates to established guidelines and standards used by the assigned unit to improve efficiency.
9. Plan, implement, and evaluate special events; identify and assign location, staff, equipment, and supplies; establish protocols and monitor event for compliance to safety and security guidelines.
10. Deliver services, products, and projects to the public, other governmental agencies, or private industry, through collaborative efforts with City staff and management, and external partners.
11. Participate in and lead 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.
12. Maintain websites, social media presence, and hardcopy and electronic forms, applications, and brochures; create and revise current forms, applications, and brochures.
13. Act as liaison between Bureau/Office and partner agencies; review overlapping policies and resolve conflicts; facilitate integration of new partner agency initiatives.
14. Organize, coordinate, and implement trainings for program staff and volunteers; conduct and evaluate training programs.
15. Develop and monitor complex contract and grant programs, policies, and procedures; ensure compliance with requirements; update and submit reports; draft related documents.

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. Coordinate acquisition and procurement programs; communicate with internal and external stakeholders regarding requisitions and purchases; administer various contracts and agreements.
2. Coordinate the implementation and enforcement of City alarm ordinances; developing guidelines and processes for appealing false alarm fines; address alarm billing dispute inquires; validate that fines are consistent with alarm ordinances.
3. Lead and evaluate work of staff, including volunteers, regular staff and casual/seasonal employees; develop team duties and responsibilities; provide support and ongoing direction.
4. Develop and 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.
5. Plan, develop, organize, and implement 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.
6. Plan and implement of right of way and transportation programs and projects.
7. Monitor program budget; prepare reports on revenue, expenditures, and future projections.

8. Develop strategic equity and inclusion initiatives and action plans; analyze, assess, and make recommendations for broad policy and procedure changes.
9. Track, analyze, and participate in public process for current and development of federal, state, and local regulations; provide recommendations to stakeholders; coordinate response to proposed legislative changes.
10. Coordinate and participate in the acquisition and sale of real property; oversee, negotiate, and review rental and lease agreements; recommend changes.
11. Track federal, state, and local permits issued to city project teams; coordinate with stakeholders to ensure permits are in compliance.
12. Prepare and maintain emergency operation programs; facilitate training exercises; evaluate program effectiveness and recommend changes.

SUPERVISION RECEIVED AND EXERCISED

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

This classification may supervise employees and may lead staff on assigned programs, projects, and functions.

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 social media, online marketing, and website maintenance.
4. May require knowledge of principles, theories, methods and techniques of natural resources management and environmental protection.
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. May require skill in negotiating with representatives of regulatory agencies to resolve technical and/or compliance issues.
8. Ability to learn City rules, ordinances, policies, and procedures related to area of assignment.
9. Ability to exercise independent judgment, problem-solve, and take initiative within established procedures and guidelines.
10. Ability to utilize City-specific technology and general office software.
11. Ability to communicate clearly, logically, and persuasively, both verbally and in writing; prepare concise and comprehensive reports, correspondence, and other documents.
12. 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.
13. Ability to analyze, interpret, explain, and apply relevant laws, regulations, ordinances, policies, and procedures.
14. 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.
15. Ability to provide guidance to staff to accomplish overall work objectives and oversee and lead a diverse group of non-technical and technical personnel.
16. Ability to research, plan, and implement public information, awareness, and education programs to build and maintain public awareness of mission and goals.
17. May require the ability to supervise a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.

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 with major course work in business administration, public administration, or field related to organizational unit or Bureau/Office;

AND

Experience: Four (4) 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 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:

None.

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

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

Bargaining Unit: Non-represented

FLSA Status: Exempt

HISTORY

Revision Dates: