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## **PROGRAM COORDINATOR I/II**

### **DEFINITION**

Under immediate (I) or general (II) supervision general direction, designs and develops program activities, objectives, and procedures pursuant to District, state, and/or federal regulations and guidelines; monitors and coordinates the delivery of program services; develops and administers program budget; applies for and administers grants and other funding sources; reports to various agencies regarding program activities; ensures that program reporting and recordkeeping is performed in compliance with applicable guidelines; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives immediate (I) or general (II) supervision from an administrative supervisor or manager. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

Program Coordinator I: This is the journey-level class in the Program Coordinator series. Incumbents perform routine program coordination duties including assisting with the oversight of programs, policies, and procedures pursuant to pertinent laws, codes, and rules; assist with program accountability and reporting to governing agencies regarding program activities.

Program Coordinator II: This is the advanced journey-level. Incumbents perform advanced and complex program coordination duties including the development of programs, policies, and procedures pursuant to pertinent laws, codes, and rules; assuming responsibility for program accountability and reporting to governing agencies regarding program activities; and assisting with budget development and participating in reaching solutions to budgetary problems or issues. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

- Develops program services and activities, parameters, objectives, and budgets pursuant to District, state, and federal rules, codes, and guidelines; interprets established program guidelines and ensures services and activities are developed and administered consistent with the same.
- Assists in the development and implements program goals, objectives, policies, procedures, and work standards including recommending improvements; assists in developing work plans, procedures, and schedules.
- Provides financial and administrative oversight of assigned program ensuring compliance with program guidelines; coordinates program grant administration and budget tracking and reconciliation processes; develops budget and grant reports as needed; collaborates with management staff when problems are identified and participates in developing solutions; ensures accurate and timely program reporting.

- Establishes and fosters linkages with special populations and/or community groups served; participates in internal and external associations and advocacy groups in order to promote program participation.
- Serves as a liaison between program participants, administrators, faculty, and students; answers questions and resolves issues, problems, and complaints as needed.
- Plans, schedules, and organizes events, workshops, informational seminars, presentations, and related activities including coordinating logistics; designing and implementing marketing strategies; developing and monitoring budgets; processing independent contractor agreements and purchase requisitions; and ensuring compliance with established timeline and budget.
- Ensures participants adhere to program guidelines and addresses non-compliance with program participants; may discontinue program services to participants pursuant to program guidelines as necessary and appropriate.
- Researches, analyzes, interprets, and reports a variety of data and statistics to local, state, and federal agencies.
- Designs, creates, and edits a variety of documents including program materials, reports, forms, statistical reports, correspondence, and agendas.
- Oversees and coordinates the use, maintenance, and functionality of various data management systems; monitors data for accuracy and compliance with federal and state regulations and District policies and procedures.
- Participates on program review committees; performs program assessments, including conducting studies by selecting, adapting, and applying appropriate research and analysis techniques; evaluating alternatives, making preliminary recommendations, and assisting with the implementation of program changes after approval; prepares comprehensive technical records and reports.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Principles and practices of program coordination including implementation of the goals and objectives and oversight of performance, reporting, accountability, and regulatory compliance.
- Principles and techniques of conducting analytical studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports.
- Principles of budget development and expenditure tracking and control.
- Methods and techniques of applying for, tracking, and reporting grant funds.
- Principles and practices of data collection and report preparation.
- Techniques and methods of marketing and community outreach.
- Principles and practices of developing and presenting informational workshops and seminars.
- Basic business arithmetic and bookkeeping.
- Business letter writing and the standard format for reports and correspondence.
- Record keeping and filing systems and methods.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

**Ability to:**

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Perform difficult and complex program support work accurately and with use of independent judgment.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Develop and present informational workshops and presentations.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Coordinate and oversee assigned administrative, budgeting, and fiscal reporting activities.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare, review, and present reports and other correspondence and communications in a clear and concise manner.
- Maintain accurate databases, records, and files.
- Perform arithmetic, financial, and statistical computations accurately.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Program Coordinator I and II: Equivalent to graduation from an accredited four-year college or university with major coursework in finance, accounting, business administration, or a related field

Program Coordinator I: Three (3) years of responsible experience providing complex program support and coordination of program services.

Program Coordinator II: Five (5) years of responsible experience providing complex program support, budget administration, and coordination of program services.

**Licenses and Certifications:**

None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

**Salary Grade:** C1-55 (I); C1-59 (II)

**FLSA:** Non-Exempt

**EEO Code:** H-50

**Board Approved:** April 2021