

PROGRAM COORDINATOR II

JOB PURPOSE AND SUMMARY

Program Coordinator II positions coordinate and manage programs of limited scope to major impact within established timelines and budget to meet goals. Incumbents ensure delivery of results, monitor progress and direct activities to include: planning, monitoring, allocating, adjusting, controlling, preserving, and evaluating area of responsibility within a County department, section, unit or division. Specific duties vary based on department of assignment and range of responsibilities.

CLASSIFICATION DISTINCTIONS

The Program Coordinator II is the second level of the Program Coordinator professional/management classification series. It is distinguished from the Program Coordinator I as the first level of discretion to be exercised independently over budgeted dollars; and full supervisory responsibility over support and technical personnel as well as temporary and volunteer staff.

Program Coordinator II is distinguished from Program Manager I by having less complexity and overall organizational impact. Incumbents are expected to determine that there may be a need for a recommendation and a decision within the scope of authority. Sensitivity to community awareness may be a factor in the work program managed. Program Coordinator II positions have a more limited program scope and authority as compared to Program Manager I.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Plan, organize and manage the program(s), services and activities of the assigned area; develop and implement new elements of the assigned program(s).
- Define or assist in defining program goals and objectives; establish methods and means of accomplishing program objectives; implement policies and procedures; develop or assist in developing program budget.
- Prepare reports on program performance, needs, services information, and demographic data; contribute to and insure the evaluation of program performance.
- Select, train, motivate, and evaluate program staff; provide support and guidance; coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

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- Provide information to staff, and other interested parties to include public on local, state and federal codes, regulations, requirements, standards, and programs.
- Coordinate and review the program work plan: meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures.
- Participates in community outreach efforts and activities as a community partner/agent of the County as applicable to the department assigned.
- Performs other related duties as required.

QUALIFICATIONS

Education and Experience: Program Coordinator II positions typically require a job related Bachelor's degree; and/or a combination of experience and specialized training which includes a minimum of two (2) years of experience within the assigned area.

Knowledge of: The principles and practices of public sector organization and program operations; project management, including planning, scheduling, monitoring, and problem solving; methods and procedures of budget development and justification; application and interpretation of County, state and federal laws and regulations relevant to the program area; analysis and evaluation of policies, procedures, public information, and service delivery issues; local and state lawmaking processes; research methods and techniques; trends and practices within the specialized area; and personal computer applications and usage.

Ability to: Effectively plan, direct, and delegate program components; assign, supervise and evaluate the work of subordinates; delegate responsibility and authority to carry out policy directives of the governing authority in an effective and timely manner; write clear and concise reports, memoranda, and letters; analyze problems, identify alternative solutions, project consequences of proposed actions, and formulate recommendations; utilize various PC applications at an advanced level; interpret and explain policies, procedures, laws, and regulations; establish and maintain effective working relationships with the public, other governmental jurisdictions, contractors, and other County staff.

Other Special Requirements: Some positions require a valid driver's license and a successful criminal background check as required by law.

WORK ENVIRONMENT

Work is typically performed in an office setting with variations in temperature and noise levels, but work may also include field work and travel to meeting, training/seminars, and various public events to include evening meetings and as a result a valid driver's license may be required. Environment includes volume and temperament of people encountered in the course of work. Essential tasks involve reading and review of written documents and the use of personal

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computer software applications; oral communications both in person and via telephone. Most positions involve a high activity level and pace, competing time demands and may involve interaction with dissatisfied or angry customers. Light lifting and stamina are standard elements, which can be accommodated if necessary. Essential tasks typically include typing/keyboard skills, phone usage, reading, speaking, and listening.

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