



PROGRAM COORDINATOR

Department: Multiple
Job Class: 114800
Pay Range: Professional 04

FLSA Status: Non-exempt
Represented: No
Civil Service Status: Unclassified

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in the class. Classification descriptions are **not** intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is professional and technical work in a defined special program where the majority of work is at a complex level of program administration, public education and information, and community involvement. A position in this classification assigned to the Sheriff's Department is a civilian, non-commissioned position appointed by the Sheriff.

ESSENTIAL FUNCTIONS:

- Responsible to plan, develop, administer, implement and promote a variety of community programs involving public awareness, information, education and public participation, including volunteer activities.
- Develop program goals and objectives and administer program activities in a manner to assure goals and objectives are met.
- Plan, administer, and coordinate a volunteer support system to facilitate community involvement and augment services integral to the assigned County department.
- Work with communities, businesses and individual citizens to identify and define community issues and problems; assess organizational and community needs for programs and volunteer services; design special activities and/or programs to meet community and County needs.
- Develop program operating procedures and continuously analyze for program effectiveness; initiate and/or make recommendations for revisions as necessary.
- Plan, organize and coordinate a variety of volunteer activities and services; develop and conduct public relations activities to solicit volunteers.
- Plan, organize, publicize and conduct community and business group meetings to disseminate information, encourage responsibility for dealing with problems and enlist participation in organized community program activities.
- Recruit, train, oversee, supervise and evaluate volunteers of all ages and backgrounds; prepare written guidelines and performance standards for volunteers; take appropriate action to assure volunteer performance meets standards and represents the County in a professional manner.
- Establish volunteer positions and work sites in all aspects of departmental operations; assess skills and place volunteers; prepare written descriptions of volunteer duties and responsibilities as necessary for program effectiveness.
- Develop and utilize community and corporate resources for program operations; research available or potential funding sources; prepare and submit grant applications; ensure program compliance with grant or funding source requirements.
- Design, write, edit, and distribute public information materials in various media, including brochures, handouts, flyers, newsletters, reports, manuals, exhibits and correspondence.
- Represent department at meetings with community groups, local governments and businesses; develop community partnerships consistent with agency mission.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

PROGRAM COORDINATOR

Classification Description – Pierce County

Page 2

- Perform the physical requirements of the position; work within the established working conditions of the position.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: The Program Coordinator position performs work under general direction, with significant independent action and judgment in the performance of duties. The position is expected to train, lead and direct the work of others on an occasional basis, and volunteers on a regular basis, however, full supervisory responsibility is not expected of the classification.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Program Coordinator works in an office environment on a daily basis. Travel to various work sites and/or meeting locations may be required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work at a work station is required. Work is subject to frequent interruptions and normal office noise. Occasional exposure to verbally hostile or confrontational citizens and/or public groups may be expected.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to travel to attend meetings away from the regular work site is required.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Current trends and developments in specific program area
- Principles and practices of program operations, including development, planning, coordination, monitoring, evaluation and problem solving
- Principles and practices of volunteer recruitment and management
- Basic personnel management and supervisory practices
- Grant writing and administration
- Resources within the community
- Applicable federal, state and local laws, rules, regulations and policies
- Research methodology, data collection, analysis and reporting

Skill in:

- Developing public communication plans, programs and campaigns, including the production of support materials

PROGRAM COORDINATOR

Classification Description – Pierce County

Page 3

KNOWLEDGE, SKILLS AND ABILITIES: (continued)

Ability to:

- Develop, plan, organize, coordinate and implement activities of community-based services programs and projects to further the County's mission and/or encourage citizen involvement
- Use independent judgment and knowledge to make appropriate operating decisions, resolve operational problems and conflicts.
- Analyze and interpret complex information and situations quickly and objectively; determine a proper course of action.
- Use effective communication and interpersonal skills to inform, educate, persuade, motivate, gain concurrence and agreement, resolve conflict and/or develop alternatives.
- Establish and maintain a cooperative and effective working relationship with co-workers, County management, private and public officials, citizen groups and the general public.
- Communicate effectively verbally, in writing, and through numerous forms of media, to audiences of various social, educational, economic, ethnic and cultural backgrounds.
- Positively influence long-term behaviors of the general public in support of program objectives
- Motivate, coordinate, supervise and evaluate the work of citizen volunteers
- Conduct research and analysis, use appropriate judgment and make informed, logical and effective decisions and recommendations.
- Plan, develop and implement an effective marketing strategy for assigned programs.
- Research, solicit and obtain program funding from a variety of sources
- Represent the County in a positive, professional manner.
- Effectively coordinate, perform, and complete multiple duties and assignments concurrently and in a timely manner.
- Physically perform the essential functions of the classification.
- Meet the traveling requirements of the position.

MINIMUM REQUIREMENTS TO APPLY: Requires three years professional or technical level experience performing development and administration of programs involving community-oriented programs, volunteer programs, public relations, public safety, criminal justice, emergency management, or similar programs. College level coursework in business or public administration, journalism, marketing or fields related to specific program to supplement experience is preferred. Positions in specific program areas may require program-related experience, education and/or training.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license may be required. For positions assigned to the Sheriff's Department, successful completion of a Pierce County Sheriff's Department background investigation, which may include a medical physical, behavioral assessment and/or polygraph, is required prior to hire.