PROGRAM COORDINATOR SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date
0000	(TBD) Program Assistant	02	048	6 mo.	00/00/00
0000	(TBD) Program Coordinator	02	048	6 mo.	00/00/00

Promotional Line:

Series Narrative

Employees in this series coordinate program-related business activities and other advising interactions. They also assist in the development, management, and formulation of policy for new and existing programs. Employees in this series also act as a liaison with sponsoring and contracting sources, recruit and supervise staff in the field, and conduct workshops/seminars regarding program goals and related activities.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Program Assistant   0000
Employees at this level are directly responsible for the implementation of designated program goals and objectives. They work under general supervision from a designated supervisor.

A Program Assistant typically –

1.   provides standard or specialized services, training, or advising associated with designated program

2.   interviews and assesses needs of clients who are enrolled or referred to the program

3.   develops materials and techniques for training of program staff in such areas as relationship of the designated program to the university, program design and philosophy, and program policy and standard operating procedure

4.   assists in recruiting, hiring, supervision, and evaluation of staff and interns who are associated with designated programs

5.   coordinates the logistics and activities for specific programs

6.   provides on-going monitoring of the individual program including suggesting modifications if necessary

7.   assists in the development of outreach plans and goals for public relations to enhance program expansion and recruitment of contracting agencies

8.   performs other related duties as assigned

Level II: Program Coordinator   0000

Employees at this level develop, administer, supervise, and evaluate program goals, objectives, and related activities. They work under direction from a designated supervisor.

A Program Coordinator typically –

1.   develops and directs designated programs, including program design, budget, logistics, and other supportive functions

2.   formulates and develops standard operating procedures for program activities

3.   hires, trains, supervises, and evaluates assistants and program staff

4.   provides leadership for program activities and consults with staff in emergencies and crisis intervention situations

5.   critiques activities with staff and participants to evaluate goals/effectiveness, identify problems, and implement change

6.   assembles data and prepares administrative reports

7.   prepares fiscal and program reports for the program director

8.   establishes and maintains effective public relations with individuals/agencies within and external to the university, provides outreach/liaison services to department/program clientele

9.   conducts lectures and workshops and attends conferences to stimulate and solicit program expansion and endorsement

10.   assists the program director in developing research, training, and developmental grants or contracts with external funding sources

11.   develops advertising and publicity related to program activities

12.   assists the program director in developing themission, short and long term goals, and operating procedures for specific program activities

13.   performs duties of the lower level

14.   performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Program Assistant   0000

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1.   High school graduation or equivalent

2.   Any one or any combination of the following, totaling three years (36 months), from the categories below:

    A)   College course work in any field.

- 60 semester hours equals 1 year (12 months)
- 90 semester hours equals 2 years (24 months)
- 120 semester hours or more equals 3 years (36 months)

<div align="center">AND/OR</div>

    B)   Progressively more responsible work experience in supervising, organizing, coordinating or other significant work with specific educational or administrative program initiatives.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1.   Ability to work effectively with staff, the public, and outside constituency groups

2.   Ability to organize and multi-task

3.   Supervisory ability and knowledge of administrative concepts and methods

4.   Knowledge of general office practices and procedures

5.   Skill in oral and written communication

6.   Ability to utilize various computer software packages

7.   Ability to work independently and exercise judgment in order to be able to analyze and investigate a variety of questions or problems

8.   Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

9.   Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects

Level II: Program Coordinator   0000

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1.   High school graduation or equivalent

2.   Any one or any combination of the following, totaling three years (36 months), from the categories below:

A)   College course work in any field.

- 60 semester hours equals 1 year (12 months)
- 90 semester hours equals 2 years (24 months)
- 120 semester hours or more equals 3 years (36 months)

AND/OR

B)   Progressively more responsible work experience in supervising, organizing, coordinating or other significant work with specific educational or administrative program initiatives.

3.   Two (2) years of responsible experience in supervising, organizing, coordinating or other significant work with specific educational or administrative program initiatives.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1.   Ability to work effectively with staff, the public, and outside constituency groups

2.   Ability to solve complex problems

3.   Supervisory and administrative ability

4.   Skill in oral and written communication

5.   Ability to utilize various computer software packages

6.   Ability to work independently and exercise judgment in order to be able to analyze and investigate a variety of questions or problems

7.   Ability to analyze and develop guidelines, procedures, and systems

8.   Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects

9.   Ability to develop specific goals and plans to prioritize, organize, and accomplish tasks