

COORDINATOR, PROJECT/PROGRAM

DEFINITION

Under general supervision, may plan, organize, coordinate, and provide direction and oversight of assigned projects and/or programs; provides routine administrative and operational support for assigned projects and/or programs; plans and coordinates education and outreach efforts; evaluates project/program effectiveness and makes recommendations for operational, policy, and procedural improvements; develops, summarizes, and maintains program records and reports.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned managerial staff personnel. May exercise technical and functional direction and training to staff and temporary employees.

CLASS CHARACTERISTICS

This classification is required to maintain knowledge in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, initiative, and coordinating departmental work with that of other departments. The work has technical and programmatic aspects requiring the interpretation and application of policies, procedures, and regulations.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, schedules, and coordinates assigned projects, programs, services, and/or activities; recommends improvements or modifications; assists in developing and implementing procedures and policies.
2. Provides training, orientation, guidance, and scheduling to assigned staff; reviews and controls quality of work; participates in the recruitment and selection of temporary staff.
3. Participates in developing goals, objectives, policies, procedures, and work standards.
4. Participates in the budget process, including monitoring expenditures and ordering supplies, materials, and equipment; may assist in forecasting annual payroll and program budget requirements.
5. Plans, evaluates, coordinates, and provides training at various events, workshops, and outreach and recruitment activities.
6. Ensures project and/or program effectiveness by identifying stakeholders, gathering data and information.
7. Conducts needs assessments, and implements modifications based upon program evaluation results.
8. Promotes programs, projects, services, activities, and events through various communication modalities; assists in developing promotional materials.
9. Researches, compiles, analyze, and organizes information and data on topics related to assigned projects and/or programs; prepares and assembles reports and other informational materials.

10. Serves as a liaison and contact person to stakeholders; provides higher level of customer service and consultative services related to project and/or program.
11. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
12. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
13. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
14. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
15. Prepares and delivers oral presentations related to assigned areas as required.
16. Performs general administrative functions.
17. Performs other related or lower classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Basic principles and practices of providing technical and functional direction and training to assigned staff.
3. Principles, practices, and service delivery needs related to the program area(s) to which assigned.
4. Procedures for planning, implementing, and maintaining assigned programs and/or projects.
5. Principles and practices of research and data collection; reporting methods and preparation, techniques and procedures.
6. Principles and practices of budget administration and accountability.
7. Applicable federal, state, local, and College policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
8. Modern office practices, methods, and computer equipment and applications related to the work.
9. Record keeping principles and procedures.
10. Principles, practices, and techniques of effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, various socio-economic, and ethnic groups.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.

2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Communicate the College's vision and commitment to creating equity, diversity, inclusion and anti-racism academic and work environment.
4. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
5. Apply training methods and procedures.
6. Conduct research and analyze, interpret, summarize, and present administrative and technical information and data.
7. Perform accurate mathematical, financial, and statistical computations.
8. Prepare clear and concise reports, correspondence, procedures, and other written materials.
9. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical timelines.
10. Communicate effectively through various modalities.
11. Effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
12. Review situations accurately and determine appropriate course of action within scope of authority using judgment according to established policies and procedures.
13. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
14. Learns and applies emerging technologies and methods, as necessary, to perform duties in an efficient, organized, and timely manner.

Education and Experience:

1. Equivalent to an Associate's degree from a regionally accredited college; and
2. Two (2) full-time equivalent years of increasingly responsible experience working in an educational environment or public program.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

1. If operating a College vehicle, employees must have the ability to secure and maintain a valid California driver's license.
2. Depending on assignment, possession of, or ability to obtain, specified certification and/or license to maintain compliance with applicable licensure regulations.

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects, typically weighing 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may occasionally work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes, and allergens.

Amended: 4/2022, 7/2023