

## Classification description



**Title:** Program Coordinator I, II  
**Job Code:** I = 0074; II = 0075  
**Pay Range:** I = 17; II = 19  
**FLSA Status:** Exempt - Administrative

**Employee Group:** AFSCME 3580  
**Established:** March 1, 2019  
**Revised:**  
**EEO Category:** Professional

### DESCRIPTION

Provide complex paraprofessional assistance and a variety of administrative support duties for a program area that requires comprehensive knowledge of the program or operation area and related policies together with knowledge of specialized functions, practices and procedures as they affect the assigned area.

### DISTINGUISHING FEATURES

Program Coordinator I and Program Coordinator II differ in the depth of required program knowledge, level of independence exercised and the impact of decision-making. The Program Coordinator I applies knowledge and experience to a specialized program or operational area, follows guidance from a supervisor and has less decision-making authority than the Program Coordinator II.

The Program Coordinator II applies advanced paraprofessional knowledge and experience to a specialized program or operational area and requires comprehensive and independent program responsibilities. Employees in the Program Coordinator II receive only general guidance and use considerable judgment for planning, coordinating and overseeing program aspects and developments.

### DUTIES AND RESPONSIBILITIES

#### Program Coordinator I

1. Evaluates a variety of program or operation developments, issues and problems and makes recommendations.
2. Interprets and applies rules and regulations; reviews complaints and monitors enforcement of policies and/or applicable ordinances; assesses appropriate fees if needed.
3. Participates in the development of objectives and goals, recommends changes to program or operation policies and procedures.
4. Develops and reviews programmatic or operational processes and procedures; makes recommendations for improvements; oversees the implementation of changes to processes and procedures; drafts, reviews and revises policies and procedures; coordinates program or operation processes with other external and internal systems and activities.
5. Provides assistance and information to the public and other employees requiring thorough knowledge of laws, regulations, policies and procedures in the assigned

area; explains services, policies and procedures as they apply to specific situations. Responds to and solves problems or sensitive situations.

6. Provides a variety of administrative program support, such as developing and maintaining databases and spreadsheets; verifying, tracking and updating information; designing and producing standard and customized reports; develops and maintains complex recordkeeping and tracking systems.
7. Develops work plans, timelines and resource allocations for assigned projects; monitors progress to ensure objectives are met. May monitor department expenses by assigned project; track and report financial component of grant programs as applicable.
8. Plans, prepares and presents information to explain program or operations components. May provide program overview presentations.
9. Develops procedures, technical manuals, and forms for program area; writes instruction manuals describing procedures and requirements; may write newsletters and maintain websites; writes project proposal descriptions, handbooks, program procedures, management reports and business correspondence.
10. Represents the program or operational area or department at task forces, committees, etc., as assigned.
11. Maintains discretion with confidential information.

### **Program Coordinator II**

1. Develops administrative and operating procedures and controls for carrying out activities in the assigned area; implements, coordinates and administers a variety of projects and activities; coordinates with other departments and/or jurisdictions; defines and resolves administrative and operational issues and problems.
2. Assists in developing long- and short-range program goals; evaluates objectives, policies and processes and provides recommendations to program manager; participates in the development of program or operational guidelines.
3. Researches ways to achieve objectives and recommends necessary adjustments to the program or operation focus and/or activities; is responsible for designing and implementing approved program changes.
4. Evaluates effectiveness, impact, and cost/benefit impact of program or operational activities; documents, compiles and tracks program activity costs; designs and compiles periodic program progress reports; assesses program needs and issues; evaluates need for training or changes to program policies and procedures and develops recommendations; monitors program compliance.
5. Performs research in support of a program or operation and evaluates findings; develops research criteria; evaluates results and summarizes results in narrative, and/or statistical reports; and evaluates impact of research results on program activities. Researches problematic issues and prepares recommendations. Prepares complex reports requiring detailed research and independent judgment.
6. Interprets and applies laws, rule and regulations impacting the assigned area to

- determine and implement or authorize an appropriate course of action. Interprets ordinances; reviews legislation and other rule and regulations pertaining to assigned programs; monitors program activities for compliance with Federal and/or State laws.
7. Evaluates and researches a variety of issues and complaints; reviews complaints and monitors enforcement of program policies and ordinances; may include assesses appropriate fees; enforces program policies; may recommend enforcement action, prepare enforcement documents and evaluate impact of enforcement actions. Negotiates with involved parties to resolve problems, gain compliance, reach agreement or determine provisions for services.
  8. Develops program public information strategies. Develops and/or oversees the development of program promotional and educational outreach activities for the program area, writes articles and fact sheets that require researching a variety of resources.
  9. Develops systems, manuals, and forms for assigned area; writes instruction manuals describing procedures and requirements; may write newsletters and maintain websites; writes project proposal descriptions, handbooks, program procedures, management reports, and business correspondence.
  10. Designs and presents formal program-related presentations and training sessions.
  11. Represents the program area or department at task forces, committees, etc., as assigned.
  12. Performs a variety of program administrative duties such as preparing, coordinating, and overseeing program agreements, contracts, leases, and RFPs.
  13. Maintains discretion with confidential information.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
  - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
  - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
  - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
  - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
  - Demonstrate sustainable practices in applicable field and generally for resource use and protection
  - Work assigned schedule (if applicable); exhibit regular and predictable attendance
  - Practice safe work habits

- Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
  4. Perform other duties as assigned.

### **JOB SPECIFICATIONS**

#### **Education/Licensing and Work Experience:**

##### **Program Coordinator I**

- Bachelor’s degree in the program area of specialty and
- Two years of relevant experience or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Valid driver’s license as needed for assigned tasks

##### **Program Coordinator II**

- Bachelor’s degree in the program area of specialty and
- Three years of relevant experience or
- Any combination of education and experience that provides the necessary knowledge, skills and abilities to perform the classification duties and responsibilities
- Valid driver’s license as needed for assigned tasks

#### **Knowledge, Skills and Abilities:**

- Contract administration policies and practices
- Principles, policies and legislation applicable to program area
- Software and business applications used in department
- Organize and coordinate complex research studies
- Communicate effectively, both orally and in writing
- Work independently and as part of a team
- Perform analysis and make recommendations
- Serve as lead over other professional staff (Program Coordinator II only)
- Perform all position essential duties and responsibilities
- Fulfill Metro’s core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
- Successfully pass the background check and screening requirements required for the position

### **SUPERVISION RECEIVED**

## Classification description

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Program Coordinators report to a supervisor or manager in the assigned program area

### **SUPERVISION EXERCISED**

These positions have no supervisory requirement but may provide guidance and coaching to new or less experienced employees.

### **TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING**

Standard office equipment is used

### **WORK ENVIRONMENT**

Office Work is performed in a standard office environment where work pressures, disturbances of workflow and/or irregularities in the work schedule are expected and occur on an intermittent basis. Changes in the performance environment require occasional upgrading of skills. Minimal physical exertion is generally required. Learned physical skill is required to perform keyboarding and 10-key functions.

Physical demands may include occasional physical labor, walking, bending, stooping, kneeling, crawling, crouching/squatting, climbing stairs and the ability to push, pull, lift and carry objects. May be exposed to various weather conditions.

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*The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*