

Classification Description



Title:	Education Coordinator I	Bargaining Unit:	AFSCME 3580
Department:	WPES, Zoo and Parks & Nature	Established:	August 2022
Job Code:	0054	Revised:	
Pay Grade:	17	EEO Category:	Professional
FLSA Status:	Exempt		

CLASSIFICATION DESCRIPTION

This position performs complex educational and community engagement activities with a comprehensive knowledge of department policies, program evaluation and assessment, youth and adult development.

DISTINGUISHING FEATURES

Employees in this classification of the series work with limited supervision and have regular contact with industry partners, community based organizations, education para-professionals, local governments, program coordinators, directors, and principals for the purpose of obtaining and providing information, responding to requests and explaining agency initiatives and programs. May provide lead direction to other professional staff. Responsibilities may include all or some of the responsibilities found within the Education Technician classification.

DUTIES AND RESPONSIBILITIES

General functions for all **Education Coordinator I** positions:

1. Represents the program or operational area or department at task forces, committees, etc., as assigned.
2. Participates in the development of objectives and goals, recommends changes to program or operation policies and procedures.
3. Provides assistance and information to the public and other employees requiring thorough knowledge of education pedagogy, best practices, 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.
4. May provide program overview presentations.
5. 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.
6. 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.
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 and oversee budget for the assigned program(s); track and report financial component of grant programs as applicable.

8. Analyzes and evaluates a variety of program or operation data, developments, issues and problems and makes recommendations and modifications.
9. Maintains discretion with sensitive and confidential information relating to youth, families, and community members' personal lives as well as policies and procedures. May be required to pass background checks to work with minors and in school environments and/or operate as mandatory reporters.
10. Plans, prepares, schedules and presents a variety of formal and non-formal education programming to a variety of audiences, including schools, private and professional organizations, and community groups, non-profit and governmental agencies.
11. Plans, organizes and coordinates special events, campaigns and public outreach programs to promote Metro activities. Develops budgets, writes fact sheets, remains current on technical developments, coordinates speakers and organizes public forums and hearings.
12. Prepares news releases, media advisories and packets of information. Answers questions from media. Advises management on how to respond to media inquiries.
13. Develops promotional materials, completes paperwork, assists in exhibit design, and identifies and meets the individual needs of speakers or participants.
14. Develops ideas for new events and new methods of promoting Metro projects to the public.
15. Conducts research, writes, edits and arranges for posting to an agency's website information about Metro programs.
16. Act as content expert for media engagements, community outreach activities, and campaigns.
17. Write and oversee assigned contracts, intergovernmental agreements, and public contracts.
18. Assist in seeking sponsorships, grant funding, administration, and distribution of grants.
19. Effectively manage social media via Facebook live, Instagram, micro-sites, etc.

Specific responsibilities for positions assigned to **Waste Prevention Environmental Services (WPES)**:

1. Assimilate solid waste and recycling industry specific information and provide guidance/direction to stakeholders and community.
2. May participate as member of Metro's solid waste emergency management team.

Specific responsibilities for positions assigned to **Parks & Nature**:

1. Assimilate Parks and Nature and conservation information and provide guidance/direction to stakeholders and community.

It is the responsibility of all Metro employees to:

1. Actively participates on committees and/or attends meetings as assigned.
2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
 - Builds and maintains positive relationships and contributes to a positive team atmosphere; engages others in ways that foster respect and trust.
 - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.

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- Provides excellent customer service – assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.
 - Demonstrates sustainable practices in applicable field and generally for resource use and protection.
 - Works assigned schedule (if applicable) and exhibits regular and predictable attendance.
 - Works in a safe manner and follows safety policies, practices and procedures.
 - Complies with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Performs assigned duties during an emergency situation.
 4. Performs other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Bachelor's degree in field related to program area and,
- Three years of related experience or,
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

Knowledge, Skills and Abilities

- Knowledge of general teaching and interpretation methods for formal and informal settings.
- Knowledge of education standards (NGSS, Common Core, etc.), different modes of learning, and teaching techniques relevant to formal and non-formal learning environments.
- Knowledge of fundamentals of classroom and group management.
- Skill in problem solving, troubleshooting technology challenges and equipment failure.
- Skill in developing content that is meaningful and engaging and creative ways to present information.
- Skill in building working relationships with staff and volunteers.
- Skill in finding solutions to barriers.
- Skill in organization and attention to detail.
- Skill in interpersonal communication and customer-service.
- Ability to advise and create culturally relevant and specific programs and events.
- Ability to use interpretive methods and techniques to successfully present before groups of 15-45 students of various backgrounds.
- Ability to have difficult conversations with students or teachers or members of the public.
- Ability to research and present educational programs and projects.

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- Ability to use standard office equipment including computers, printers, fax and copy machines, and computer software including Microsoft Word and Excel.
 - Ability to perform essential duties and responsibilities.
 - Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
 - Ability to successfully pass the background check and screening requirements if required for the position.
 - Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

If assigned to **WPES**:

- Knowledge of waste prevention and waste reduction topics.

If assigned to **Parks and Nature**:

- Knowledge of environmental/outdoor education best practices.

SUPERVISION RECEIVED:

- Supervision is received from assigned Supervisor or Manager.

SUPERVISION EXERCISED:

- None. May provide informal training and instructions to others.

TOOLS AND EQUIPMENT USED; PROTECTIVE CLOTHING

- All standard office equipment including but not limited to computer and printer, fax machine and copy machines; computer software including MS based word processing and spreadsheets.
- Drive a vehicle and operate radios for communication.

WORK ENVIRONMENT

- Work is performed in various settings, including indoor and outdoor locations. Work pressures, disturbances of workflow and/or irregularities in the work schedule are expected to occur on a frequent basis. Duties may be performed in inclement weather conditions. Occasional travel and some work outside of normal business hours is required. May be required to move equipment and distribute supplies.

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 duties.