City of American Canyon July 2015

PROGRAM COORDINATOR
(Temporary)

Class specifications are intended to present a descriptive list of the range of duties performed by employees in this class. Specifications are not intended to reflect all duties performed with a job.

DEFINITION
Under general supervision, plans, organizes, coordinates, develops, implements, promotes and evaluates assigned program areas and provides lead direction to lower level staff and volunteers.

EXAMPLES OF DUTIES
Duties may include, but are not limited to, the following:

- Plan, organize, implement, and lead assigned program areas in one or more City departments.
- Assist in the development, recommendation and implementation of goals, objectives, policies, procedures and work standards for assigned program area.
- Monitor day-to-day operations of programs and events, including making site visits handling and resolving complaints.
- Formulate and organize program plans and schedules for seasonal and year-round activities related to program areas.
- Provide lead direction to staff in assigning and scheduling work.
- Train lower level staff and volunteers in program activities and ensure compliance with safety procedures.
- Review work area and ensure it is safe and appropriate for all employees and participants.
- Develop and coordinate program marketing efforts through news releases, posters, flyers, web pages, mailing lists and other methods.
- Monitor supplies and equipment for assigned programs; maintain adequate supply inventory; ensure equipment is operational and safe; advise supervisor of needed repairs or replacement.
- Prepare clear and comprehensive written reports as requested.
- Respond to citizen concerns and requests.
- Attend department meetings as requested.
- Answer the telephone and assist and register customers as needed.
- Perform related duties as assigned.

EMPLOYMENT STANDARDS
Knowledge of:
- Methods and techniques of planning, organizing and implementing programs specific to assigned department.
- Good customer service techniques.
- Financial record keeping practices.

- Practices and principles of first aid and CPR lifesaving when assigned to the Parks and Recreation Department
- Knowledge of child development processes and principles when assigned to the Parks and Recreation Department
- Computer programs and related software.
- Practices of training and supervision.

EMPLOYMENT STANDARDS

Ability to:

- Lead a variety of recreation programs when assigned to Parks and Recreation.
- Lead a variety of program activities in various departments throughout the City.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Evaluate success and make improvements that increase customer satisfaction by completing and implementing participant surveys, hosting debriefing sessions with staff, and developing reports.
- Lead, organize, and review the work of staff and volunteers.
- Lead and instruct individuals and groups in assigned programs.
- Elicit community and organizational support for programs overseen.
- Respond to requests and inquiries from the general public.
- Interpret and enforce policies and procedures.
- Maintain files and monitor and track fees and payments.

Minimum Qualifications:

Experience and/or Education:

High school diploma or its equivalent.

One year experience in program development and implementation.

Certificate Requirement for assignments in the Parks and Recreation Department:

- CPR and First Aid

License Requirement:

Possession of a valid California Class C Driver License is required at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

Physical Requirements:

Work is performed in a typical outdoor environment on a year-round basis. (1) Mobility: frequent performance of heavy manual labor; frequent standing for long periods of time; frequent bending and squatting. (2) Lifting: frequent lifting up to 50 pounds; occasional lifting up to 75 pounds. (3) Vision: constant use of overall vision. (4) Dexterity: frequent grasping, holding, and reaching. (5) Hearing/Talking: frequent hearing and talking in

person. (6) Emotional/Psychological: frequent coworker contact; occasional working alone. (7) Environmental: frequent exposure to loud noise; frequent exposure to chemicals, fumes, and other environmental substances.

Other Requirements:
Some positions may require evening, weekend, or other shift work.

Classification	Adopted	Revised	Retitled	Class Code	FLSA Designation	Rep Unit
Program Coordinator	1992	5/2006		5603	Non-Exempt	5
Program Coordinator		7/2015				

APPROVED: _____ Date: 2/23/16
Administrative Services Director