

PROGRAM COORDINATOR

DEFINITION

Under direction, provides technical support, consultation, communication, and training in support of a program providing services to targeted populations/groups within the San Mateo County Office of Education (Office); coordinates program implementation and compliance; performs outreach and public relations to promote program objectives; collaborates with program staff, schools, and community partners in project planning, implementation, and evaluation activities; provides professional assistance to the program manager in area of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the assigned program manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level classification is responsible for independently performing professional duties in support of an assigned program. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides technical assistance and support to program participants; provides and develops systems to implement program objectives and acts as the liaison between program participants and the Office.
- Coordinates, creates, and facilitates program communication, meetings, program compliance, and professional development workshops in support of the assigned program and its standards, contracts, grant specifications, and legal regulations.
- Participates in the implementation of program goals, objectives, policies, and priorities in line with the Office's plans and objectives; researches tools and systems to improve practices in assigned programs.
- Collects, compiles, reviews, and analyzes a variety of complex technical data and information on program objectives, participants, progress, best practices, and activities; prepares compliance reports and suggests service delivery improvements; trains program partners on data collection techniques and usage to improve program practices.
- Reads, interprets, applies, and explains relevant rules, regulations, policies, and procedures related to the program and its objectives to participants and providers; provides consultation, coaching, and technical assistance as requested.
- Surveys program participants and member agencies for professional developments needs and provides coaching and professional development training to program participants; adapts coaching objectives and training needs to sites and participants as appropriate and tracks the impact of professional development in relation to program goals and objectives.
- Coordinates assigned services and operations with those of other departments/divisions and outside agencies.

- Assists with preparing and updating grant proposals and managing grant funds; authorizes/reviews program expenditures for compliance with grant requirements; gathers and analyzes data; and prepares reports, as necessary.
- Creates and maintains appropriate records and files; compiles and updates records and data electronically in accordance with federal and state guidelines for reporting purposes; checks and ensures accuracy of data.
- Generates reports and statistics pertaining to assigned program area(s).
- Monitors contract agreements with service providers and assists with training of contractors if required.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Observes and complies with Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in education or a closely related field relevant to the program area; and
- Two (2) years of increasingly responsible experience in program implementation, professional development, education, or school services specific to program area of assignment.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Some positions may require possession of child development permits specific to program requirements.

Knowledge of:

- Principles and practices of program implementation, review, and evaluation.
- Facilitation and implementation strategies for multi partner community initiatives.
- Research and survey techniques including data collection methodologies and statistical analysis.
- Operations and services provided within assigned program area, as well as its stated mission, scope, and priorities.
- Practices, procedures, and techniques involved in maintaining grants and the preparation and development of related proposals and contracts.
- Practices, procedures, and techniques of professional development, training, coaching, and evaluation.
- Socioeconomic, demographics, and other environmental considerations specific to program participants and target population.
- Modern practices, procedures, research, and best practices specific to the assigned program and its goals.
- Methods of preparing, processing, and maintaining records, reports, forms, and other documents and correspondence.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public,

vendors, contractors, and Office staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, local and Office policies, procedures, and regulations.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Plan, prepare, and conduct coaching and training classes for a variety of program participants, contractors, and administrators.
- Assist with the monitoring and administration of grants, expenditures, and program budgets.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Conduct technical and administrative analysis on programs and services to identify and recommend changes and improvements based on program goals, guidelines, and respective experience.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the program and Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.