

## Office of the City Auditor

### CLASS SPECIFICATION

#### COORDINATOR I

#### [Salary Grade 55](#)

Established: December 13, 2018

#### **CLASSIFICATION SUMMARY**

Under routine supervision, performs a variety of professional duties, including planning, organizing, evaluating programs and functions, and collaborating with internal and external stakeholders.

Responsibilities include: serving as a liaison to the public and/or other organizational units; developing partnerships with internal and external stakeholders to advance the goals of the unit; implementing and coordinating participation with vendors, agencies, and organizations; collecting and disseminating information; implementing elements of a specialized Auditor's Office program.

#### **DISTINGUISHING CHARACTERISTICS**

Coordinator I is the first of four classifications in the Coordinator series. This classification is specific to the City Auditor's Office and may not be used by other City Bureaus/Offices.

Coordinator I is distinguished from Coordinator II in that the latter is responsible for larger or multiple smaller projects, programs, or events, may lead the work of a small to moderate size team, and requires less oversight and direction from supervisory or management staff.

Coordinator I is distinguished from the Administrative Specialist series in that the latter is responsible for providing a full range of administrative duties and/or specialized tasks to direct supervisor and organizational unit staff and the former is responsible for planning programs and functions with multiple stakeholders.

Coordinator I is distinguished from the Analyst series in that the latter exercises critical investigative ability, judgment, and discretion in making recommendations or decisions with an organizational impact and the former gathers data and other information and collaborates with stakeholders to meet the goals of unit programs and functions.

#### **ESSENTIAL FUNCTIONS**

The incumbent may perform a combination of the following and related duties as assigned.

General Duties:

1. Support the mission, objectives, and service expectations of the Auditor's Office; contribute to an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.
2. Perform professional, administrative, and operational duties, and community development and outreach activities, by participating in ongoing working groups, special project teams, and collaborative efforts with staff and management.
3. Collaborate with a small team of professionals, paraprofessionals, contractors, and/or volunteers, in planning, developing, implementing, and evaluating programs or activities, including community and media promotions, education and advertising campaigns, and organizational unit projects and initiatives.
4. Provide internal and external customer service to Auditor's Office and City employees and the public on programs and services related to the unit; compile, review, and research customer

- service complaints and issues; identify areas of concern and assist in developing recommendations for solutions and improvements; prepare clear and concise responses.
5. Coordinate the sharing of information to ensure consistency of communication, services, events, policies, and procedures to increase public awareness of mission, goals, and results.
  6. Update and maintain internal databases, mailing lists, work schedules, and other tracking software; review data, identify gaps, and work with data reporters to correct missing information.
  7. Assist in the preparation of cooperative purchasing agreements and interagency agreements.
  8. Deliver services, products, and projects to the public, other governmental agencies, and private industry.
  9. Participate in community organizations and committees, City work groups, and collaborative teams to develop and implement public policy, public information, public awareness and involvement, community education and outreach, and/or media relations to meet Auditor's Office and unit goals and objectives.
  10. Assist in the development and monitoring of contract and grant programs, policies, and procedures; ensure compliance with requirements; update and submit reports; draft related documents.
  11. Organize, coordinate, and provide training for program staff, volunteers, and the public; conduct and evaluate training programs.

#### Specific Duties:

In addition to the General Duties, the incumbent may perform a combination of the following duties specific to the position.

1. Assist with surveys and other program evaluation data collection efforts; collaborate with vendors and staff on survey design and reports; develop executive summaries and other reports for internal use.
2. Assist in the production and distribution of Auditor's Office reports and other communication materials to ensure wide public access and ready understanding of programs and results of audits and policy reviews.
3. Assist with outreach to community members to ensure access to Auditor's Office services, especially by communities of color and individuals who historically have not participated in local government decision-making.

### **SUPERVISION RECEIVED AND EXERCISED**

The work of this classification is performed under routine supervision and oversight by a Coordinator IV, Manager, or other supervisory- or management-level position.

This classification has no supervisory responsibilities.

### **KNOWLEDGE/SKILLS/ABILITIES REQUIRED**

1. Knowledge of principles and practices of business communication and program administration.
2. May require knowledge of principles, practices, and methods of event planning, community outreach activities and communication design.
3. May require knowledge of social media, online marketing, and website maintenance.
4. Skill in customer service and conflict resolution.
5. Ability to learn Auditor's Office and City rules, ordinances, policies, and procedures related to area of assignment.
6. Ability to exercise independent judgment, problem-solve, and take initiative within established procedures and guidelines.
7. Ability to use City-specific technology and general office software.

8. Ability to communicate clearly, logically, and persuasively, both orally and in writing; prepare concise and comprehensive reports, correspondence, and other documents.
9. Ability to analyze, interpret, explain, and apply relevant laws, regulations, ordinances, policies, and procedures.
10. Ability to establish and maintain effective working relationships with managers and staff, elected officials, representatives of other government agencies, and others.

**MINIMUM QUALIFICATIONS REQUIRED**

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

**Education/Training:** Course work from an accredited college or university in communication, marketing, business administration, public administration, or field related to organizational unit or Auditor's Office;

AND

**Experience:** One (1) year of experience involving communication, analysis, planning, organizing, or evaluating programs in a public agency or customer service related field.

**Special Requirements and/or Qualifications:**

Specific licensure, certification, or training in a relevant field may be required for certain positions.

A valid state driver's license may be required for certain positions.

**Preferred Qualifications:**

Bachelor's degree from an accredited college or university with major course work in communication, marketing, business administration, public administration, or related field.

Bargaining Unit: Represented

FLSA Status: Non-Exempt

HISTORY

Revision Dates: 6-26-2023