

Office of the City Auditor

CLASS SPECIFICATION

COORDINATOR III

[Salary Grade 57 / 57A](#)

Established: December 13, 2018

CLASSIFICATION SUMMARY

Under minimal 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, other organizational units, City Bureaus/Offices, and/or other governmental agencies; developing relationships with internal and external stakeholders to advance the goals of the unit; implementing and coordinating participation with vendors, agencies, and organizations; leading staff and collaborative groups within the assigned program, project, or function; working with stakeholders to develop strategies and approaches for complex programs and projects; developing and disseminating information; implementing elements of a specialized Auditor's Office program.

DISTINGUISHING CHARACTERISTICS

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

Coordinator III is distinguished from Coordinator II in that the former has more discretion for ensuring program or project implementation, may lead the work of staff, volunteers or contractors, may supervise a limited number of employees, and performs complex work with more authority for independent decisions and recommendations.

Coordinator III is distinguished from Coordinator IV in that the latter supervises a small staff and has considerable discretion in program oversight and development.

Coordinator III 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 evaluates 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. Develop standard practices and procedures for the activities of assigned programs or projects; establish program and performance goals and communicate expectations to staff; oversee development of new programs; assess and evaluate existing programs.
3. Perform professional and operational duties and community development/outreach activities by leading ongoing working groups, special project teams, and collaborative efforts with staff and management.

4. Lead teams 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.
5. Develop and administer programs and projects; research and provide answers to technical questions; oversee the development and implementation of related plans, policies, and procedures.
6. Lead and 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, research, and analyze customer service complaints and issues; identify areas of concern and develop recommendations for solutions and improvements; prepare clear and concise responses.
7. Lead and coordinate the sharing of information to ensure consistency in unit communication about programs, services, events, policies, and procedures; evaluate and enhance communication to increase public awareness of mission, goals, and results.
8. Oversee and maintain internal databases, mailing lists, and other tracking software; analyze data, identify gaps, and resolve issues.
9. Prepare complex cooperative purchasing agreements and interagency agreements.
10. Recommend and implement updates to established guidelines and standards used by the assigned unit to improve efficiency, effectiveness, and equity.
11. Plan, implement, and evaluate special events; identify and assign location, staff, equipment, and supplies; establish protocols and monitor event for compliance to safety and security guidelines.
12. Deliver services, products, and projects to the public, other governmental agencies, private industry, and external partners.
13. Participate in and lead 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.
14. Maintain websites, social media presence, and hardcopy and electronic forms, applications, and brochures; create and revise current forms, applications, and brochures.
15. Act as liaison between the Auditor's Office and other agencies; review overlapping policies and resolve conflicts; facilitate integration of new partner agency initiatives.
16. Organize, coordinate, and implement trainings for program staff and volunteers; conduct and evaluate training programs.
17. Develop and monitor complex contract and grant programs, policies, and procedures; ensure compliance with requirements; update and submit reports; draft related documents.

Specific Duties:

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

1. Coordinate acquisition and procurement programs; communicate with internal and external stakeholders regarding requisitions and purchases; administer various contracts and agreements.
2. Lead and evaluate work of staff, including volunteers, regular staff and casual/seasonal employees; develop team duties and responsibilities; provide support and ongoing direction.
3. Develop and administer various outreach activities related to police accountability and other Auditor's Office divisions.
4. Develop strategic equity and inclusion initiatives and action plans; analyze, assess, and make recommendations for broad policy and procedure changes.
5. Track, analyze, and participate in public process for current and development of federal, state, and local regulations; provide recommendations to stakeholders; coordinate response to proposed legislative changes.
6. Assume responsibility for any specific duties in the Coordinator 1 and Coordinator II positions.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under limited direction by a Coordinator IV, Supervisor, Manager, or other supervisory- or management-level position.

This classification may supervise employees and may lead staff on assigned programs, projects, and functions.

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. Advanced skill in customer service and conflict resolution.
5. May require skill in evaluating consultant proposals; administering and overseeing the management of consultant contracts.
6. Ability to learn Auditor's Office and City rules, ordinances, policies, and procedures related to area of assignment.
7. Ability to analyze complex or technical issues and problems, evaluate alternatives, and recommend policies, strategies, and effective courses of action.
8. Ability to exercise independent judgment, problem-solve, and take initiative within established procedures and guidelines.
9. Ability to use City-specific technology and general office software.
10. Ability to communicate clearly, logically, and persuasively, both orally and in writing; prepare concise and comprehensive reports, correspondence, and other documents.
11. Ability to analyze, interpret, explain, and apply relevant laws, regulations, ordinances, policies, and procedures.
12. Ability to establish and maintain effective working relationships with managers and staff, elected officials, representatives of other government agencies, and others.
13. Ability to provide guidance to staff to accomplish overall work objectives and oversee and lead a diverse group of non-technical and technical personnel.
14. Ability to research, plan, and implement public information, awareness, and education programs to build and maintain public awareness of mission, goals, and results.
15. Ability to work with a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex services.
16. May require the ability to supervise, evaluate, and provide guidance to other staff.

MINIMUM QUALIFICATIONS REQUIRED

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

Education/Training: Bachelor's degree from an accredited college or university with major course work in communication, marketing, business administration, public administration, or field related to organizational unit or Bureau/Office;

AND

Experience: Four (4) years of progressively responsible experience involving analysis, planning, organizing, and/or evaluating programs in a public agency or customer service related field.

Special Requirements and/or Qualifications:

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

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

Experience in performing work related to organizational unit may be required for certain positions.

Preferred Qualifications:

None.

Bargaining Unit: Represented (Grade 57A) or non-represented (Grade 57) depending on supervisory responsibilities

FLSA Status: Exempt

HISTORY

Revision Dates: 6-26-2023