

CLASS SPECIFICATION

COORDINATOR I

PAY GRADE: 55

CLASS CODE: 30003027 (Non-Exempt) 30003235 (Exempt)

EFFECTIVE: December 13, 2018

CLASSIFICATION SUMMARY

Reports to a Coordinator IV, Supervisor, Manager, or other supervisory- or management-level position. 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 Bureau/Office program.

DISTINGUISHING CHARACTERISTICS

Coordinator I is the first of four classifications in the Coordinator series.

Coordinator I is distinguished from Coordinator II in that the latter is responsible for larger or multiple smaller projects, programs, or functions with greater scope and impact, may lead the work of a small to moderate size team, and makes decisions with a higher consequence of error.

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

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. 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.
2. 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.

3. Provide internal and external customer service to 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.
4. Coordinate the sharing of information to ensure consistency in unit messaging and branding of programs, services, events, policies, and procedures to increase public awareness of mission and goals.
5. 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.
6. Assist in the preparation of cooperative purchasing agreements and interagency agreements.
7. Deliver services, products, and projects to the public, other governmental agencies, and private industry, through collaborative efforts with City staff and external partners.
8. 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 City and unit goals and objectives.
9. 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.
10. 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 some or all of the following duties specific to the position.

1. Plan, administer, and oversee 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 determining appropriate acquisition methods and developing and administering purchase requisitions; facilitate licensing for new and rental vehicles and equipment.
3. Assist with administering various activities related to law enforcement programs, systems, and function(s); maintain and expand Portland Police Bureau (PPB) and City systems to partner agencies to improve efficacy in law enforcement efforts.
4. Assist in enforcing codes, ordinances, rules, and regulations; report issues to appropriate personnel.
5. Plan, schedule, and coordinate the equipment, labor, permits and related requirements for work orders and projects in public works construction, maintenance and repair; requisition maintenance and repair materials.

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 and community outreach activities.
3. May require knowledge of social media, online marketing, and website maintenance.

4. May require knowledge of principles, theories, methods and techniques of natural resources management and environmental protection.
5. Skill in customer service and conflict resolution.
6. Ability to learn City rules, ordinances, policies, and procedures related to area of assignment.
7. Ability to exercise independent judgment, problem-solve, and take initiative within established procedures and guidelines.
8. Ability to utilize City-specific technology and general office software.
9. Ability to communicate clearly, logically, and persuasively, both verbally and in writing; prepare concise and comprehensive reports, correspondence, and other documents.
10. Ability to collaborate with communities of color and people traditionally underrepresented in local decision-making; facilitate inclusive participation in programs and activities; communicate cross-culturally.
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 Bureau/Office managers and staff, representatives of other governmental agencies, the public, and others encountered in the course of work.

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 business administration, public administration, or field related to organizational unit or Bureau/Office;

AND

Experience: One (1) year of experience involving 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 business administration, public administration, or related field.

Bargaining Unit: Non-represented

FLSA Status: Non-Exempt (default), Exempt (granted with BHR approval)

HISTORY

Revision Dates:

02/2019 – Updated distinguishing characteristics