

Office of the City Auditor

CLASS SPECIFICATION

COORDINATOR II

[Salary Grade 56](#)

Established: December 13, 2018

CLASSIFICATION SUMMARY

Under limited 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; working with stakeholders and City Bureaus/Offices to develop strategies and approaches for moderate to complex programs and projects; collecting and disseminating information; implementing elements of a specialized Auditor's Office program.

DISTINGUISHING CHARACTERISTICS

Coordinator II is the second 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 II is distinguished from Coordinator I in that the former 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 II is distinguished from Coordinator III in that the latter has more responsibility for ensuring program or project implementation, leads the work of Coordinator positions and other staff, and performs complex work with more authority for independent decisions and recommendations.

Coordinator II 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. Perform professional, analytical, 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. Initiate, collaborate with, and may lead small teams of professionals, paraprofessionals, staff, 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, research, and evaluate customer service complaints and issues; identify areas of concern and develop recommendations for solutions and improvements; prepare clear and concise responses.
5. Coordinate and enhance 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.
6. Update and maintain internal databases, mailing lists, and other tracking software; analyze data, identify gaps, and resolve issues.
7. Prepare cooperative purchasing agreements and interagency agreements.
8. Recommend and implement updates to established guidelines and standards used by the assigned unit to improve efficiency, effectiveness, and equity.
9. Deliver services, products, and projects to the public, other governmental agencies, private industry, and external partners.
10. 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.
11. Recruit, train, and lead team participants, including volunteers and other community members; provide ongoing support to teams.
12. Organize, coordinate, and implement trainings for program staff and volunteers; conduct and evaluate training programs.
13. Develop and monitor contract and grant programs, policies, and procedures; ensure compliance with requirements; update and submit reports; draft related documents.
14. Maintain websites, social media presence, and hardcopy and electronic forms, applications, and brochures; create and revise current forms, applications, and brochures.

Specific Duties:

In addition to the General Duties, the incumbent may perform a combination 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; analyze results and apply to program improvement efforts; develop executive summaries and other reports.
2. Coordinate the design and production 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 planning, developing, organizing, and implementing 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.
4. Draft and implement equity and inclusion initiatives; analyze, assess, and make recommendations on procedure changes.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general direction 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, 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.
11. Ability to provide guidance to staff to accomplish overall work objectives.
12. Ability to research, plan, and implement public information, awareness, and education programs to build and maintain public awareness of mission and goals.

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: Three (3) years of progressively responsible experience involving communication, analysis, planning, organizing, and/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.

Experience in performing work related to organizational unit 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: Nonrepresented

FLSA Status: Exempt

HISTORY

Revision Dates: