



PROGRAM ADMINISTRATIVE COORDINATOR

General Statement of Duties

Works independently to perform a variety of difficult administrative and program support duties in an office requiring a comprehensive understanding of the departmental mission, rules, regulations, goals and services.

Distinguishing Features of the Class

Employees in this class perform a wide variety of advanced journey level administrative, fiscal and technical support duties requiring a variety of skill sets. Work generally requires that employees independently perform assigned administrative and technical functions that support a program area of the operation. Administrative duties require tact and discretion in handling sensitive or confidential matters in the program areas. Work requires independence and self-initiative in activities and may include providing technical assistance to other staff in the organization. Problems are brought to the attention of the supervisor, with issues researched and with alternative solutions suggested. Guides generally include a variety of written technical manuals and instructions, as well as comprehensive rules and regulations. The employee may be involved in developing and maintaining operational policies and procedures in a technical environment. Sound judgment is required in performing the responsibilities. Work is performed under regular and is evaluated through work planning and monitoring interactions, observation, conferences, feedback from citizens and staff, and ongoing evaluation and testing of the quality and effectiveness of work processes.

Duties and Responsibilities

Essential Duties and Tasks

Performs a wide variety of administrative and administrative support activities; takes and transcribes minutes for various boards; compiles and sends out board packets; posts minutes on website; generates, creates, updates and prints brochures.

Assists with grant program management; establishes and maintains records according to grant requirements; coordinates scheduling people, facilities and equipment; monitors time for program maximums; sets up meeting locations; conducts registration; coordinates food service for meetings; enrolls program participants insuring that guidelines are met; compile information for various grant reporting.

Codes invoices with line accounts; files invoices.

Secures information via telephone or personal contact; selects appropriate materials to answer questions and often handles the inquiries independently for the organization.

Handles confidential or sensitive technical information in an appropriate manner.

Prepares a variety of documents, reports, correspondence and presentations using data bases, spreadsheets, word processing and presentation software; creates some documents with only general instruction.

Collects and analyzes data; conducts research using a variety of sources; compiles records and reports; creates tables, spreadsheets or data bases to generate report information; maintains program files.

Provides customer service; answers a variety of questions from public officials and the general public; prepares a variety of scheduled and special reports for senior management and various government agencies.

Establishes and maintains various documents and records in hard copy files and data bases organized for easy retrieval by those who need them.

Interprets complex rules, regulations, and information on the program and organization's operating standards; explains legal aspects of the office functions and its impact on citizens and the community.

Develops processes, forms, and procedures for regular work activities for self and office.

Drafts and composes correspondence and technical reports.

Reviews materials according to content of communications; performs research and determines the course of follow up action.

Reviews office records or reports, identifies potential inconsistencies; determines the cause; resolves with staff and outside personnel.

Handles the filing within personnel files

Manages the benefit program and reviews benefit reports and invoices for accuracy; including managing any changes within the benefit program.

Manages administrative tasks for the general administration and workforce development programs, including supply and equipment purchasing, event organization, and staff coordination.

Additional Job Duties

Provides back up and support for other staff members.

Performs related duties as required.

Provides support to the Program Boards as needed, including but not limited to assembling agenda packets, calling board members reminding them of the meetings, arranging for refreshments for the meetings, and taking and transcribing the minutes of the meeting, and acting as board clerk.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Considerable knowledge of department functions programs; communicates that mission to the staff and general public.

Considerable knowledge and ability to use official business practices.

Considerable knowledge of working with data, figures, rates, and mathematics.

Considerable knowledge and skills in office technology including developing forms, form letters, tables, spreadsheets, data bases, presentation software, specialized grant software, use of audio visual equipment, etc.

Skill in setting and following effective work priorities and meeting deadlines.

Skill in customer contact and problem solving.

Skill in accuracy and attention to details.

Ability to learn and apply grant requirements.

Ability to organize work for efficient processing.

Ability to communicate effectively and to conduct the department's business in person and by telephone.

Ability to analyze and solve problems.

Ability to compose and produce complex documents.

Ability to gather and give comprehensive information and instructions, based on program knowledge and independent research.

Ability to communicate a technical knowledge of program operations and organizational programs.

Ability to be tactful and courteous while being persuasive and confident on County business.

Ability to compile information based on general instructions.

Ability to establish and maintain effective working relationships with supervisor, employees, and the general public.

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, grasping, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently to move objects.

Must possess the visual acuity to prepare and analyze data and figures, to operate a typewriter or computer terminal, and to determine the accuracy, neatness, and thoroughness of the work assigned. Some positions may be required to take and transcribe dictation and minutes.

Desirable Education and Experience

Graduation with and Associates Degree from a business school and considerable administrative, administrative support, or office management experience including strong public contact duties, strong use of office technology and experience in problem-solving; or an equivalent combination of education and experience.

Salary

Grade 17: \$35,289-\$37,001+ benefits

Albemarle Commission
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