

Program Coordinator

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

To perform a wide variety of responsible, confidential and complex administrative, and technical duties for the Director of Light & Power and Director of Community Development; to provide complex administrative support to the City's sustainability, conservation and economic development programs; to provide information and assistance to the public; to prepare reports and attend meetings; and to perform a variety of duties relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Light and Power; receives direction from the Director of Community Development and Public Works Director.

ESSENTIAL JOB FUNCTIONS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here.

1. Perform a wide variety of responsible, confidential and complex administrative and technical duties for the Director of Light & Power and Director of Community Development.
2. Conduct research and analysis on complex administrative and operational issues in the areas of sustainability, conservation and economic development; write, edit and/or produce correspondence, reports and brochures.
3. Create public information and marketing materials in support of sustainability, conservation and economic development goals, including brochures, flyers, forms, website content and press releases.
4. Participate in advisory boards, commissions and professional groups in the areas of sustainability, conservation and economic development; attend regularly scheduled meetings.
5. Formulate, plan and execute marketing strategies in support of the City's Light and Power and Economic Development programs and goals; assist in evaluating marketing program outcomes and prioritize workload and assignment to ensure program goals are being met.
6. Serve as the Light & Power Department's public information office; act as department's liaison with the media in efforts to promote department programs; write, edit and distribute press releases, and respond to requests for information; ensure compliance with public disclosure laws related to Department records.
7. Act as staff liaison to the City's Sustainability Commission; attend all related meetings; evaluate Sustainability Commission proposed strategies and recommend modifications if needed.
8. Develop programs to implement strategies related to economic development, sustainability or conservation adopted by the City Council; update, consult with and advise senior managers regarding customer outreach and marketing strategies related to Department programs; maintain records and evaluate the effectiveness of new or ongoing City programs.
9. Perform research, collect data and prepare reports on areas of responsibility, including a variety of fiscal, statistical and administrative information;
10. Create, update and reorganize City website content regarding the Light and Power Department, economic development and tourism and other related areas of responsibility.
11. Assist with Forest Grove Economic Development Strategic Plan; assist with tourism strategic plan update and calendar of events.
12. Create brochures, flyers, newsletters and other marketing materials in support of department programs, including Energy Conservation Program and Economic Development.

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13. Type, proofread and edit a wide variety of comprehensive, complex and confidential reports, letters, memoranda, correspondence and statistical charts; type from rough draft or verbal instruction; review finished materials for completeness, accuracy, format and compliance with applicable policies and procedures.
14. Answer questions and provide information to City staff and the public regarding City procedures and policies; refer inquiries as appropriate.
15. Assist in a variety of department operations; perform special projects and assignments as requested.
16. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of a municipality.
Professional office and administrative practices and procedures.
Modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications.
Principles and practices of customer services.
Techniques of business letter writing and report preparation.
Principles and procedures of filing and record keeping.
English usage, spelling, grammar and punctuation.
Pertinent Federal, State and local codes, laws and regulations.

Ability to:

Perform professional administrative support services involving the use of independent judgment and personal initiative.
Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
Interpret and apply administrative and departmental policies and procedures.
Independently prepare correspondence and memoranda.
Create brochures, flyers, newsletters and other materials using associated computer programs.
Operate and use modern office equipment including computers and supporting word processing and spreadsheet applications.
Research, analyze, compile and summarize a variety of informational materials.
Work independently in the absence of supervision.
Work cooperatively with other departments, City officials and outside agencies.
Present information clearly and to groups, commissions and City Council.
Respond tactfully, clearly, concisely and appropriately to inquiries from the public, press or other agencies on sensitive issues in area of responsibility.
Communicate clearly and concisely, both orally and in writing.
Understand and carry out oral and written instructions.
Establish and maintain effective relationships with those contacted in the course of work.

Education and Experience Guidelines

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Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to Bachelor's Degree in business, public administration, environmental science or a related field.

Experience:

Three years of increasingly responsible experience in project coordination or staff analyst supporting senior management; one year of experience working with the media, creating public information documents, brochures, flyers, press releases, etc. preferred.

License or Certificate

Possession of valid Driver's license.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Normal office setting with some travel to attend meetings; exposure to computer screens.

Mobility: Incumbents require sufficient mobility to work in an office setting and operate office equipment.

Vision: Vision sufficient to read small print, computer screens and printed documents.