

# Program Coordinator



## Position Description

**Status**

Full-Time, Nonexempt

**Reports to**

Transportation Director

**Compensation**

B23

**Supervises**

None

**Bargaining Unit**

N/A

**Position Category**

Coordinator

**Summary**

The Program Coordinator works with other community development divisions, city departments and other stakeholder groups in coordinating the activities of public transit. This position helps the community develop coordination plans, programs and policies and build key local partnerships. Will assist in leading projects and tasks for the delivery of an innovative county transportation network.

**Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Performs necessary administrative, short-range planning and client relationship management functions such as recordkeeping, program measurement, evaluation, goal setting, reporting and correspondence, with frequent in-person meetings or phone calls with organizations and individuals to help them understand their transportation needs and available options.
2. Assist human service agencies and/or workforce centers in coordinating the travel and trip planning to help achieve a more efficient transportation service delivery system.
3. Helps develop and support marketing campaigns, promotions and communications that encourage individuals to utilize and/or support public transit, often supporting multiple projects simultaneously through campaign assistance, execution and reporting.
4. Develop and foster relationships with stakeholders from a range of industries and backgrounds to support project goals. Represents Allegan County in various inter-governmental activities and venues through networking and presenting to audiences on available county transportation programs.
5. Assist in the preparation of quarterly and annual agency reports, including the annual grant application, budget, and other publicly-funded transportation programs.

6. Presents status and recommendations on policy issues, projects and activities, serving as the technical expert for complex transportation studies/issues, and provides transportation planning and advice to department personnel and other County departments.
7. Reviews federal, state and regional statutes, and proposed legislation and regulations pertaining to transportation.
8. Responds to citizen inquiries by explaining policies and/or investigating issues, and coordinates and implements citizen involvement activities regarding Allegan County Transportation service delivery and programming.
9. Provide assistance and training related to the development of technology innovations in transit, including onboarding new transit riders, scheduling, and fare payment.

## **Competencies**

Competencies are listed below. Detailed descriptions of these competency levels is available in the Performance Expectations and Development Guide (pages 32-42) available on the internet.

Reference the Core Competency Expectation Level stated on page one of this job description. Variances from the Performance Expectations and Development Guide are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

## **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

## **Travel**

Travel is required to access County buildings and employees. Occasional travel to community meetings and training conferences, some of which may be at night or on weekends.

## **Required Education and Experience**

1. Associate's Degree in business administration, public administration, communications, transportation planning or related field. A combination of education and experience may be considered in lieu of degree.
2. Three (3) years of professional experience related to program management, communications, sales, customer service, public engagement and/or community outreach.

## **Preferred Education and Experience**

1. Bachelor's Degree in business administration, public administration, communications, transportation planning or related field.

## **Other Duties**

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

## **Signature**

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_