

**City of
EDMONDS
Washington**

COMMUNITY SERVICES PROGRAM COORDINATOR

Department:	Community Services & Economic Development	Pay Grade:	NE-12
Bargaining Unit:	SEIU	FLSA Status:	Non Exempt
Revised Date:	October 2012	Reports To:	Community Services/Economic Development Director

POSITION PURPOSE: Under general supervision, plans and performs technical support to the Community Services and Economic Development Director. Ensures smooth, timely and efficient office operations for the department; provide representation at meetings regarding projects undertaken by the departments; responsible for web site redevelopment, advertising, strategic plan process and department business recruitment. Acts as liaison with City departments, staff, outside agencies and the general public.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Provides representation at meetings regarding projects undertaken by the departments; responsible for web site redevelopment, advertising, planning processes and department business recruitment.
- Serves as backup for updating information on appropriate government channels.
- Performs general clerical functions in support of the Department Director which include: scheduling appointments, coordinating various meetings and special events.
- Composes, prepares and types a variety of correspondence, memos, reports and other materials and proofreads materials to assure accuracy and completeness; opens and distributes mail.
- Organizes and coordinates office functions, activities and communications; ensures efficient workflow and office operations.
- Prepares reports, minutes, agendas, correspondence and other materials as appropriate and according to decisions and approved actions. Monitors department budget and prepares budget adjustments as needed.
- Researches, analyzes and prepares information on a variety of topics; coordinates efforts with City departments, government agencies and vendors.
- Provides information to the public and others as requested; performs public disclosure requests regarding confidential records in compliance with Washington State laws.
- Attends a variety of meetings including staff meetings as assigned; participates on a variety of City committees as directed.
- Maintains confidentiality of sensitive departmental and other information; provides information and assistance to City staff as needed.
- Prepares and maintains various records and files; archives files and records as needed in compliance with the Washington State records retention schedule.

JOB DESCRIPTION

Community Services Program Coordinator

- Performs complex and varied clerical support to relieve the department head of administrative detail including: answering telephones and greeting visitors, providing information in person or on the telephone or referring to appropriate personnel; opens, screens and routes mail.
- Supports the Economic Development Commission (EDC) by preparing and distributing monthly agendas, minutes and packets to meet legal requirement; provides administrative support to the director and chairperson of Economic Development Commission.
- Supports the Community Technology Advisory Committee (CTAC) quarterly/monthly meetings and supports the Strategic Planning & Visioning process and meeting schedule.
- Prepares and submits media communication to vendors for advertisement and promotion of the City; works independently to update, review and develop new print pieces.
- Responsible for Cable Franchise Liaison with Comcast and Frontier Cable and Citizen Liaison Program and Feedback program; expedites items for citizen concerns and determines appropriate responses and coordinates feedback to resolve issues satisfactorily.
- Prepares and monitors Economic Development portion of LTAC budget; attends quarterly LTAC meetings, prepare quarterly financial reports and updates for committee.
- Operates office machines including: computers, copiers, calculators, typewriters and other equipment as assigned.

Required Knowledge of:

- City organization, procedures, federal and state laws.
- Administrative functions and operations of a City government.
- Research methods, data collection and statistical analysis.
- Ability to manage multiple projects successfully.
- Accurate, lawful, and efficient record-keeping techniques.
- Budget monitoring and control including proficient skills in mathematics.
- Interpersonal skills using tact, patience and courtesy.
- Principles of customer service and public relations.
- Proper telephone etiquette.
- Effective oral and written communication principles and practices.
- Modern office procedures, methods, and equipment including computers and computer applications sufficient to perform assigned work.
- English usage, spelling, grammar, and punctuation.
- Principles of business letter writing.

Required Skill in:

- Performing technical clerical and administrative duties having City-wide impact.
- Planning and performing technical administrative office coordination duties.
- Maintaining records, files, and information in compliance with laws, policies and procedures.
- Interpreting, applying and explaining rules, regulations, policies, procedures and laws.
- Successfully preparing meeting schedules and time lines.
- Preparing a variety of reports, logs, records and files related to assigned activities.
- Maintaining confidentiality of sensitive information; working confidentially with discretion.
- Being flexible and able to work with diverse personalities.
- Researching a variety of subjects and presenting information in an efficient, accurate manner.
- Utilizing personal computer software programs and other relevant software affecting assigned work.
- Establishing and maintaining effective working relationships with staff, management, vendors, outside agencies, community groups and the general public.

JOB DESCRIPTION
Community Services Program Coordinator

- Meeting schedules and time lines and ability to work independently.
- Communicating effectively verbally and in writing including public relations and customer service.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma/GED Certificate and three to four years of increasingly responsible high-level executive assistant experience plus multi-tasking experience.

Required Licenses or Certifications:

Valid State of Washington Driver's License.

Must be able to successfully complete and pass a background check.

WORKING CONDITIONS:

Environment:

- Office environment
- Constant interruptions

Physical Abilities:

- Hearing, speaking or otherwise communicating to exchange information in person or on the phone.
- Reading and understanding a variety of materials
- Operating/using a computer keyboard and other office equipment
- Sitting, standing or otherwise remaining in a stationary position for extended periods of time.
- Bending at the waist, kneeling or crouching, reaching above shoulders and horizontally or otherwise positioning oneself to accomplish tasks.
- Lifting/carrying or otherwise moving or transporting up to 20 lbs.

Hazards:

- Contact with dissatisfied or abusive individuals.

Incumbent Signature: _____

Date: _____

Department Head: _____

Date: _____