

Class Concept

Work in this class involves the coordination of technical processing functions within a program, often serving as the process and procedural expert. Positions coordinate the day-to-day functions of a program, plan and organize activities, communicate and interpret program information, policy and procedures, provide customer service to clients, and maintain business accounts and records. Work requires considerable knowledge of the assigned program and may require knowledge of related guidelines and information technology systems. Positions often serve as the main program contact, plan and coordinate day-to-day activities, and problem-solve process and procedural issues. Work may involve serving as a program assistant and/or supervisor. Work may involve coordination of transactional services.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of administrative and office techniques.
- Working knowledge of policies, procedures and precedents affecting program area(s)
- Ability to practice effective communication in oral and written form.
- Ability to analyze, interpret, and implement policy and procedural guidelines.
- Ability to learn the purpose of the program's organization including its mission, services, clients and measures of business effectiveness.
- Skill in organizing work flow and coordinating activities.
- Skill in modifying processes using applicable technology, web-based data systems and programs.
- Ability to plan and supervise the work of others, if applicable.

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution; or an equivalent combination of training and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.