

POSITION DESCRIPTION**PROGRAM COORDINATOR I**

Training Services
Center for Quality Improvement and Standards
Region Ten Community Services Board

CLASSIFICATION TITLE: Program Coordinator I

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent serves as the Program Coordinator for Region Ten's Training Team, within the Human Resources Office. In this capacity, he/she has the responsibility for providing a variety of complex technical and clerical support for training management.

The incumbent reports to the Training Program Manager and performs duties by proceeding alone under standard practices and referring questionable situations to the supervisor. Standard practices allow for the independent accomplishment of recurring tasks and use of own initiative for prioritizing the work schedule. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies, especially as regards confidentiality and customer satisfaction.

The HIPAA access level for this position is Level Three.

The essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

1. * Specializes in calm, professional demeanor and solid, well thought-out judgment and decision-making.
2. * Creates and maintains a customer service oriented and teamwork focused professional environment with the goal of helping employees meet all training needs in a timely and efficient manner; establishes and maintains healthy professional boundaries and maintains confidentiality regarding all issues, including but not limited to forms, enrollments, and documents handled in the Training Program.
3. * Carries out duties as technical support for the Training Program by providing organization and support to include responding to requests in a timely and professional manner, data entry and quality assurance of electronic data entry, maintenance and quality assurance of Training communications; photocopying; word processing; and other tasks as assigned.
4. * Works directly with the Training Program Manager to provide support for all training functions, including set up of room (tables, chairs, note-pad charts, markers, etc.), and course materials preparation.
5. * Maintains training databases and processes, to include Trilogy (or other designed e-learning system) and College of Direct Support; includes data entry, entering and tracking training classes, regular auditing of data, and providing reports for a variety of agency purposes.
6. * Schedules new employees in new employee Orientation processes and Core Curriculums and handles changes in status appropriately.
7. * Tracks employee compliance with training curriculum and maintenance of required certifications.
8. * Tallies employee evaluations and provides reports on evaluation data.
9. Coordinates the development of and data entry for training certificates and manages the transfer of certificates to Human Resources; sends documents out to participants as needed.
10. * Assists in course transitions to E-based technology including GoToMeeting and GoToWebinar.
11. * Creates, maintains, and disseminates all organizational and tracking systems for the training program including annual training calendars, training rosters, registrations, and cancellations.
12. * Tracks training income and auditing for training events.
13. Procures and manages supplies, updates and corrects handouts, and maintains and assembles supply of manuals and materials necessary for training programs.
14. Enters and manages all training rosters and attendance electronically.
15. Creates and formats training materials according to provided content.
16. * Assists with event planning, to include meal planning, registration, venue coordination/scheduling, and procuring and preparing supplies.
17. Handles all employee registrations, registration changes, instructor cancellations, and rescheduling.
18. Manages training and media equipment reservations, distributions, and returns.
19. Provides relevant trainings as needed and coordinated with the Training Program Manager (potential trainings include MHFA, CPR/FA, ASIST, CPI).
20. Serves as office manager during the absence of the Training Program Manager.
21. Reads all agency communication (i.e. Staff Notes, E-mail, etc.).
22. Other duties as assigned by the Training Program Manager.

QUALIFICATIONS:

The incumbent must have a college degree and sufficient relevant work experience or equivalent combination of education and experience.

PROGRAM COORDINATOR I

Center for Quality Improvement and Standards – Training –cRegion Ten Community Services Board

Page 2

The incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: Region Ten processes and familiarity with Region Ten staff and supervisors; organizational structure; after hire the incumbent must gain thorough knowledge of Region Ten Training Resources practices and procedures; some Region Ten programmatic knowledge, standard office practices and procedures; equipment to include the use of telephone, computer, copier, calculator, facsimile, telephone voice mail, and keyboarding. Clerical techniques to include efficient electronic filing techniques and quality assurance of documents; standard business English; spelling and arithmetic; efficient, reliable office organization; word processing software to include Word, Excel, and PowerPoint and GoToMeeting/GoToWebinar and ability to learn new software as presented.

Skills in: Intermediate to advanced skills in Microsoft Office Suite; E-learning and managing E-learning tools; customer assistance; maintain high levels of confidentiality; designing reports templates; web-based support and coaching; accurate word processing and data entry; use of spell check; providing feedback and status reports on assurance of completion of required duties/assignments; Help Desk functions and coaching; using and maintaining office machines to include telephones, photocopier, computer, poly-com, projectors, and facsimile; communication with a diverse range of people; creating a pleasant, supportive, professional office environment; public relations within and outside the agency; supply purchasing and procurement.

Abilities to: Develop personal work flow process to manage multiple projects; work closely with Human Resources Director and Training Program Manager; assist Training Program Manager with event planning; show good judgment in difficult situations; maintain consistency with interpretations and attitudes set by the Director; distinguish levels of authority and responsibility as interfacing with Director and the office; provide technical and problem solving support; operate or quickly learn E-learning software; remain cheerful when under stress; remain organized under stress; meet the public effectively; maximize use of time; meet multiple project deadlines; establish and maintain professional working relationships with people of all levels within the organization; follow oral and written instruction; follow up with status reports on assignments or completion of work; be self-motivated; maintain time efficient/professional transactions either in person, via web, or phone; organize GoToMeetings/GoToWebinars; set up room to include set up and moving of tables and chairs.

Working Conditions: The office provides training services to a staff of 700+ persons. As a result, the sheer volume of “demand response” issues can create high levels of stress and anxiety for the incumbent. Solid, reliable, 40 hour per week attendance is a business necessity in order to provide continuous, organized, professional services and in order to maintain up-to-date records and complete assigned tasks. Movement of training supplies and assistance with meeting room set-ups is common. The daily schedule includes a standard, set lunchtime. Use of annual leave must be scheduled at least two weeks in advance to allow appropriate temporary assistance to be assured for coverage. Unplanned leave is a job performance factor.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Administrative Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Services Board
502 Old Lynchburg Road
Charlottesville, Virginia 22903

POSITION ORGANIZATION CHART

Director HR Director I
Training Program Manager I
Program Coordinator I

GRADE: 7

Position Description Updated: October 1, 2018

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date