CLASS SPECIFICATION
ERD Education Program Coordinator

FLSA Status: Nonexempt
EEOC Job Category: Professional
Union Representation: Represented

GENERAL PURPOSE
Under direction, performs a variety of complex and highly responsible duties in coordinating the District's contract and community education program offered through the Center for Training and Professional Development; plans, designs, develops and implements courses and recruits instructors; develops materials and markets courses in the community; supervises the work of a small support staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
ERD Education Program Coordinator is responsible for developing and coordinating the scheduling and delivery of contract courses to employers and vendors and the delivery of a variety of non-credit courses of interest to members of the general community. The incumbent supervises the work of a small support staff and interns. Work requires strong analytical and communications skills and program management capabilities and is carried out with significant independence within the framework of established policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, develops, schedules, monitors and evaluates non-credit contract and community services classes and programs; meets with business and industry groups and employers to identify needs and develop new courses/curricula to meet relevant requirements; participates in curriculum development for community services classes; prepares, updates and maintains course descriptions for course schedules, bulletins and marketing materials; assists in developing and recommending new courses based on feedback from instructors, students or the community; maintains and updates records and files regarding course offerings and descriptions, instructors, District educational and recreational programs and related information.

2. Determines employer/community interest and support for new and continuing program offerings; develops or marketing and advertising strategies, approaches, techniques and materials.

3. Recruits and recommends the hire of professional trainers and/or faculty to teach contract and community education courses; prepares and maintains contracts and employment agreements for instructors; coordinates with instructors and presenters regarding fees, remuneration, course topics,
scheduling and related matters; evaluates instructors and provides input and feedback regarding performance.

4. Researches, develops, recommends and implements program or project plans to meet program goals established by the Center for Training and Professional Development; participates in developing, recommending and monitoring program budgets; prepares cost estimates for various projects; tracks enrollment and full-time equivalents for state reimbursement; tracks incoming revenues for fee-based or not-for-credit course offerings.

5. Develops and recommends associated program policies and operating and administrative procedures; identifies and recommends solutions to program resource needs and requirements; develops work programs and calendars; ensures program compliance with all applicable District and outside agency requirements; maintains and evaluates program; monitors conformance with program budget and grant requirements; gathers and tracks data on program activities; researches and compiles information and prepares required program reports; develops and maintains databases required to manage, integrate and report on program activities.

6. Coordinates program services and activities with other departments and external agencies; establishes and maintains liaison with community organizations, businesses and public agencies to encourage participation and stimulate interest in contract and community based programs and services; assists in establishing program partnerships and collaborations; negotiates and establishes contracts or Memoranda of Understanding (MOU’s) with community based locations for contract and community courses.

7. Plans, develops and conducts outreach and promotional activities; develops marketing and promotional materials, including brochures, information packets, flyers, forms and other documents; coordinates student recruitment activities; disseminates outreach materials to other schools, community-based organizations, governmental agencies and other agencies; contacts special interest groups regarding course offerings.

OTHER DUTIES

1. Supervises the work of a small staff and program interns; assigns, schedules and evaluates work; provides training and guidance.

2. Attends various community and chamber of commerce events to represent the District and Center and conduct outreach and promotions for programs.

3. Attends and participates in assigned meetings.

QUALIFICATIONS

Knowledge of:

1. Principles, practices, tools and techniques of program planning, budgeting and management.

3. Principles and practices of public administration, including purchasing, contracting and maintenance of public records.

4. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.

5. District organization, operations, policies and procedures applicable to contract and community education programs.

6. Basic principles and practices of District curriculum development and content.

7. Methods and procedures for scheduling and planning classes and programs.

8. Practices and techniques of public outreach and involvement, including marketing principles and practices.

9. Principles and practices of sound business communication.

10. Principles and practices of supervision and training.

**Ability to:**

1. Plan, develop, schedule, coordinate and monitor contract and community education classes, schedules, programs and instructors.

2. Analyze program, administrative and operational objectives and issues, evaluate alternatives and reach sound, logical, fact-based conclusions and recommendations.

3. Apply sound, creative problem solving techniques to resolve difficult program issues and problems.

4. Understand, interpret, explain and apply laws, regulations, ordinances and policies applicable to assigned responsibilities.

5. Understand, interpret and respond to internal and external customer needs and expectations.

6. Prepare clear, concise and comprehensive reports, correspondence and other documents.

7. Ensure the maintenance of all required files, records and documentation.

8. Coordinate and integrate multiple program work activities to meet critical deadlines.

9. Exercise sound, independent judgment and initiative within established guidelines.

10. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations.

11. Establish and maintain effective working relationships with District management, faculty, administrators, staff, students, instructors, presenters, representatives of industry and community and organizations, the public and others encountered in the course of work.
**Education, Training and Experience:**
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited college or university with a bachelor’s degree in education, business administration or closely related field; and at least two years of progressively responsible experience performing program administration duties, preferably in an educational setting; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**
A valid California driver's license and the ability to maintain insurability under the District’s vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**
While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk and may occasionally be required to lift up to 50 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**
While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math/mathematical reasoning; observe and interpret people and situations; work on multiple concurrent tasks with constant interruptions and changing, intensive deadlines; and interact with District management, staff, faculty, instructors, presenters, members of business, industry and community groups, the public and others encountered in the course of work.

**WORK ENVIRONMENT**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.