

West Florida Regional Planning Council

Job Description

JOB TITLE: Program Coordinator II
ROLE & LEVEL: P2
TRAVEL: 0-25%

REPORTS TO: Public Involvement Manager
FLSA STATUS: Exempt
LOCATION: Destin, FL

WORK OBJECTIVE:

Performs intermediate level coordination of and support for community-based public and government related programs. At this time, the position works specifically with rideOn, a commuter assistance program focused on changing travel behavior to sustainable transportation options. Provides high quality customer service and information and serves as liaison to organization members and the public. Markets and promotes the program through events and public outreach. Work is performed under limited supervision and exercises independent judgment based on previous experience.

EXAMPLES OF ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Coordinates, promotes, and evaluates programs; ensures program contract or regulatory compliance; recommends improvements
- Assists in the development of short and long-term plans for programs, monitors progress, and ensures adherence; meets metrics of work plan agreement
- Builds community contacts and relationships with potential participants and employers; responsible for increasing participation by promoting the benefits of the program to participants and employers
- Coordinates the development of public relations, marketing and communications strategies to support program goals and increase community awareness; conducts events as needed
- Creates and maintains promotional collateral such as pamphlets and flyers
- Researches, brainstorms, and develops ideas for creative marketing campaigns
- Conducts market research to find answers about consumer requirements, habits and trends
- Analyzes marketing data (poll results, traffic, etc.) to help shape future marketing strategies
- Maintains confidential and/or sensitive participant and prospective participant data to include but not limited to: mailing lists, applications and statuses, financial information, and due payments as applicable
- Organizes and attends meetings with designated individuals to foster positive relationships
- Processes applications as necessary related to area of responsibility; verifies information is correct and complete; informs participants of any additional information needed in a timely manner as necessary; determines program eligibility of applicants as applicable
- Provides accurate and quality customer service and technical information for all inquiries via phone, fax, mail or e-mail; investigates and resolves client complaints; provides a timely response to all requests and inquiries
- Establishes and participates in workshops and events related to assigned area of responsibility
- Prepares and maintains records and reports to ensure accurate data entry
- Processes requests for payment as needed for program of responsibility
- Distributes documents for participants to complete; files as appropriate externally (i.e. with counties, cities, and agencies) and internally; updates documents as needed
- Researches grant opportunities to leverage the program; may assist in writing grants as needed

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- Contributes to monthly newsletters, periodic reports, and agency annual reports
- Provides staff support to local boards related to assigned area of responsibility to include but not limited to: creating agendas, recording minutes, scheduling meetings, and creating public notices
- May present reports and other findings to staff, boards, and councils related to assigned area of responsibility
- Serves as point of contact for agencies and organizations related to assigned area of responsibility

MINIMUM QUALIFICATIONS:

Bachelor's degree in business, marketing, program management or related field; supplemented by two (2) or more years' program coordination experience. An equivalent combination of education, certification, training, and/or experience may be considered. Must pass a pre-employment drug screen and background check.

In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.

PREFERRED QUALIFICATIONS:

- Advanced computer skills

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of principles and practices of research and data collection
- Skill in the use of Microsoft Office products (Word, Outlook, and Excel)
- Skill in paying high attention to detail for applicant verification and qualification
- Ability to determine compliance with regulations and to apply regulations to field conditions
- Ability to exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports
- Ability to use critical thinking skills to arrive at solutions and suggest improvements to processes
- Ability to clearly communicate and understand information in English, both orally and in writing
- Ability to establish and maintain effective working relationships with those contacted in the course of work
- Ability to manage multiple priorities to ensure that deadlines are met
- Ability to prepare clear, accurate and concise records and reports

PHYSICAL REQUIREMENTS:

Tasks involve light physical effort (i.e., some standing and walking, or frequent light lifting of less than 10 pounds) and minimal dexterity in the use of fingers and limbs in the operating of office equipment. This job operates in a professional office environment. Tasks may involve extended periods of time sitting at a workstation and utilizing a keyboard.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed in a typical office environment without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

SENSORY REQUIREMENTS:

Tasks require sound and visual perception and discrimination. Tasks require oral communications ability.

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SALARY:

Salary range starts at \$41,000.00 annually. Actual offer will be based on individual qualifications and funding.

HOW TO APPLY:

Please visit <http://www.wfrpc.org/employment-opportunities> to obtain an application and instructions regarding submission.

Candidates will not be considered until both the application and resume are received.

The WFRPC is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the WFRPC provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. WFRPC is a Drug Free & Tobacco Free Workplace.