

EDUCATION SERVICES COORDINATOR

DEFINITION

Under general direction, the Education Services Coordinator plans, implements, and coordinates education services; develops educational programs that improve student academic achievement; designs and implements education services that are responsive to the diverse educational needs of the community; conducts classes and tutoring programs for residents of all ages; coordinates services with other educational programs in the City (e.g. literacy programs) and with external agencies; recruits and trains volunteers and/or interns to support program activities; participates in resource development activities for sustainable program operations and growth; and delivers excellent, data-driven education services that result in measurable positive educational outcomes for the community.

DISTINGUISHING CHARACTERISTICS

This is a specialized journey-level classification and it is expected that the incumbent would perform the full range of duties independently and without close supervision. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise. Adequate performance at this level requires the knowledge of literacy programs, education services and the ability to choose among alternatives in solving problems. The Education Services Coordinator exercises a high degree of responsibility and requires excellent interpersonal skills. This classification provides recommendations for consideration by the Director of Library and Community Services and other administrative officials.

SUPERVISION RECEIVED

Receives general direction from the Director of Library and Community Services and the Supervising Librarian.

SUPERVISION EXERCISED

May exercise technical and functional supervision of lower level staff, volunteers and/or interns.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Organizes and directs resources for the implementation of educational programs and services, including homework tutoring programs, early childhood education activities, youth transitions from high school to college or the trades, adult education and technology training classes, and other lifelong learning initiatives of the City.

Coordinates communications, resources, both internal and external, and volunteers to meet student needs and assures smooth and efficient program operations and activities; collaborates with City personnel, community-based organizations, and other agencies as appropriate, including the local public school district and institutions of higher learning.

ESSENTIAL DUTIES (continued)

Recruits and trains volunteer tutors; interviews, selects and schedules volunteers; supervises and evaluates the performance of volunteers; ensures volunteers' understanding and compliance with program policies, procedures, requirements and objectives.

Organizes, directs and participates in the observation and control of student behavior during program hours in accordance with established policies and procedures; assures proper and timely resolution of student behavior issues; oversees student attendance functions and maintains related records.

Monitors and evaluates assigned educational programs for effectiveness and operational efficiency through the use of data and measurable outcomes; assists in the development and implementation of program activities, standards, and procedures designed to enhance educational effectiveness and operational efficiency.

Responds to staff and community input concerning program needs and issues.

Prepares and maintains a variety of data-driven records and reports including, but not limited to: program service delivery and outcomes; student and volunteer data including student academic performance data and financial reports including grant reports.

Seeks external funding resources; participates in resource development activities for sustainable program operation and growth, which includes proposal writing, both independently and as a team member.

Ensures maximum parent participation through the establishment and development of parent committees, volunteerism, and outreach.

Performs related work as necessary.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Educational programs and services including homework tutoring programs, early childhood education activities, support for youth transitions from high school to college or trade schools, adult education and technology classes, and lifelong learning for seniors.

Roles and activities of other educational institutions and social services agencies that support lifelong learning, academic achievement, and access to education.

Current practices in the field of education, especially out-of-school time education, early childhood education, and adult education.

Principles and practices of budget monitoring.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Ability to (continued):

Principles and practices of supervision, training and performance evaluations.

Literacy program planning, development and implementation.

Community resources and community organization strategies.

Perform long range planning and budgeting.

Participate in fundraising and development, which includes writing proposals independently and as a team member.

Compile data and prepare statistical and narrative reports.

Coordinate and collaborate effectively with others, including external agencies, to achieve shared goals.

Work a flexible schedule including evenings and weekends.

Adapt and tailor program service delivery models and measurable outcomes to meet changing community needs.

Deliver clear and concise written and verbal communication to individuals, groups and news media.

Serve as a role model and mentor to program participants, volunteers, and staff.

Establish and maintain effective working relationships.

Operate modern office equipment, including a phone, copier, fax, computer equipment, office productivity software, and similar equipment.

EXPERIENCE AND EDUCATION

Any combination of experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Two (2) years of professional experience coordinating educational tutoring programs and/or delivering classroom instruction.

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in Education, Public Administration, Social Services, Library Science or a closely related field.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; to grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner; and safely drive to various locations throughout the City and County to travel to fulfill assigned duties. Essential functions must be performed with or without reasonable accommodations.

PROBATIONARY PERIOD: One (1) Year

644CS12

May 2012

AAP GROUP: 4

FPPC STATUS: Non-Designated

FLSA STATUS: Exempt