

## **COMMUNITY SERVICES COORDINATOR II**

### **CLASS SUMMARY**

Under direction, plans, organizes, budgets, implements and coordinates the fee-based Community Services programs including the assignment of projects and tasks to staff and the direction of projects and program activities; directs the daily operations of the Community Services Program.

### **REPRESENTATIVE DUTIES**

Plans, organizes, budgets, coordinates, directs and implements a comprehensive Community Services Program, including fee-based seminars and classes of recreational, cultural and educational nature; oversees schedule development and selection based on financial results and current trends; procures and analyzes bids/quotes and directs and coordinates production, printing and distribution of Community Services brochures; schedules and budgets for on and off campus facilities for classroom usage; invites and interviews presenters and reviews, analyzes and screens instructional proposals, leading to negotiating and contracting with presenters; computes and analyzes individual class registration and material fees; directs and facilitate student registration, collection of fees and refunds; directs and coordinate presenters and supervise instructional classes; maintains dialogue with presenters and the community regarding offerings, both in terms of expansion or deletion; provides feedback to presenters with regard to enrollment and student evaluations; mediates and resolves conflicts with students, presenters, college personnel and vendors; selects, trains and direct short term employees and student assistants and coordinate scheduling of office personnel; develops data collection instruments; compile, audit and analyze statistical data and information used to evaluate instructional programs; prepare complex reports and Board of Trustees docket items; identifies, troubleshoots, resolves and records operational problems with computer systems, and liaison to district Information Technology Services and vendors; organizes, manages, maintains and monitors web base on-line registration, schedules of class offerings and database; prepares reports about marketing strategies, participation profiles, budgeting, effectiveness and public relations; and maintains a high public relations and community relations profile that promotes the Community Services Program.

### **ORGANIZATIONAL RELATIONSHIPS**

This class reports to an assigned administrator and directly oversees the daily operation of Community Services. The incumbent is responsible for task assignment within the office and works with all presenters, event coordinators and other personnel, and relates to the public directly.

**COMMUNITY SERVICES COORDINATOR II (continued)**

**DESIRABLE QUALIFICATIONS GUIDE**

**Training and Experience**

Any combination of training, education and experience equivalent to a Bachelors or an Associate degree and five years of progressively responsible experience involving public contact, coordination of community services programs and accounting/budget responsibilities.

**Knowledge and Abilities**

Good Knowledge of: Community Services Program models designed to meet the needs of the community, principles and techniques of distance education; district policies, procedures and objectives as they relate to Community Services; tracking; monitoring systems; oral and written communication techniques; organizational procedures; accounting procedures; record systems; word processing, desktop publishing, and spreadsheets.

Ability to: plan and organize programs effectively; prepare a program budget; maintain effective liaison with administrative personnel, presenters, students and the community; compile information and data for reports; develop promotional materials; maintain accurate schedule and records; work independently and responsibly; train and direct staff.

License: valid California Motor Vehicle Operator's license with a driving record that meets minimum standards established by the district's insurance carrier.