

## **Operations Program Coordinator**

### **SUMMARY/PURPOSE**

To coordinate and support the administration of assigned programs and initiatives within a department or division; coordinate operational activities, monitor program requirements and compliance, and support budget tracking, reporting, and related special projects.

### **SUPERVISION RECEIVED**

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents.

Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

### **SUPERVISION GIVEN**

Does not have direct supervisory responsibility but does have significant oversight of employees or projects/programs that require delegation and direction over the work of others.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Prepare and analyze financial and operational reports for assigned programs and projects; compile, track, and monitor program-level expenditures and related budget data to support budget development and financial oversight.
2. Coordinate and support assigned operational programs, initiatives, and special projects by tracking activities, timelines, deliverables, and compliance requirements.
3. Monitor assigned programs and operations for compliance with applicable policies, procedures, regulatory requirements, and state record retention laws; identify issues and communicate findings to appropriate staff.
4. Analyze current operations, workflows, and procedures to identify inefficiencies or problem areas; research alternatives and recommend and assist in implementing process improvements.
5. Participate in the development and implementation of goals, objectives, policies, procedures, and operational guidelines for assigned functions or programs.

6. Collaborate in the planning, design, testing, implementation, and development, and deployment of new applications and enhancements to existing applications; provide support for the testing of new and existing software applications under development or consideration for purchase.
7. In conjunction with IT, meet with decision makers, application owners, and end users to define business, financial, and operations requirements and application goals; identify and resolve application issues; communicate problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.
8. Provide assistance in resolving operational and administrative issues; identify issues, conduct research to find alternative solutions, and assist in the implementation of recommendations; provide program-level support by compiling information, responding to requests, and supporting decision-making processes.
9. Train assigned employees in program-related work methods, procedures, and techniques.
10. Attend and participate in meetings; serve as a liaison with public and private organizations, community groups, and social organizations; provide information and serve as a resource.
11. Be an effective team member by exhibiting self-motivation, collaborating with team members to support daily operations, promoting respectful working relationships and ensuring timely completion of assigned tasks.
12. Coordinate with various City departments, other government agencies, and community groups to share resources, minimize duplication, and improve processes.
13. In collaboration with the supervisor, organize and direct the work activities of assigned team, including determining work priorities, assignments, and schedules.
14. Provide input to the supervisor regarding the hiring, onboarding, training, and performance matters.
15. Establish and maintain positive working relationships with the supervisor and assigned staff by maintaining two-way communication, demonstrating consistent and reliable follow through on assignments, advocating for team operational needs, and offering expertise to improve processes, systems, and overall efficiency.

16. Other duties may be assigned.

### JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
  - A. Bachelor's Degree in public administration, business or organizational management, finance, accounting, communications, or a closely-related field appropriate to the assigned work unit, and two (2) years of related full-time professional experience, as determined by Human Resources; OR a minimum of six (6) years of related education and/or full-time professional experience, as determined by Human Resources.
2. License Requirements
  - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
3. Preferred Requirements
  - A. Ability to obtain and maintain Class D Water Operator Certification within 18 months of appointment as required based on assignment.
  - B. Ability to obtain and maintain Operator Qualifications (OQs) as required based on assignment.
4. Knowledge Requirements
  - A. Knowledge of program analysis, planning, implementation, and evaluation principles and techniques.
  - B. Knowledge of process mapping, control, and continuous improvement or total quality management principles.
  - C. Knowledge of principles and practices of accounting, budgeting, and capital improvement programming.
  - D. Knowledge of research methods and analytical techniques used to evaluate programs, operations, and data.

- E. Working knowledge of troubleshooting principles, methodologies, and issue resolution techniques.
  - F. Working knowledge of technical management and administration of software and hardware platforms, including current systems, software applications, protocols, and standards.
  - G. Knowledge of problem solving and conflict resolution techniques.
  - H. Knowledge of applicable safety requirements.
  - I. Knowledge of City policies and procedures.
  - J. Knowledge of applicable federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
  - K. Knowledge of effective leadership and personnel practices.
5. Skill Requirements
- A. Skill in organizing programs or projects that involve a variety of individuals, priorities, and operational factors.
  - B. Skill in project planning, implementation, coordination, and evaluation.
  - C. Skill in communicating logically, persuasively, and accurately with both groups and individuals.
  - D. Skill in preparing clear, concise written reports, correspondence, program documentation, and related training materials.
  - E. Skill in managing and tracking multiple projects and priorities concurrently.
  - F. Skill in locating, classifying, and interpreting a variety of informational, financial, and statistical data.
  - G. Skill in researching and preparing evaluations and recommendations for application systems and products as needed.
  - H. Skill in use of general office equipment, computer systems, and job-required software applications.
  - I. Skill in completing assignments accurately and with attention to detail.
  - J. Skill in analytical thinking and problem solving.
6. Ability Requirements
- A. Ability to interpret technical documentation for training and end-user procedures.

- B. Ability to learn and apply new concepts, technologies, and processes quickly.
- C. Ability to conduct research into applications development and delivery concepts as required.
- D. Ability to present ideas in business-friendly and technical language as required.
- E. Ability to research and analyze complex problems and prepare recommendations on a variety of issues.
- F. Ability to read, interpret, audit, and correct financial statements.
- G. Ability to understand the City's budget and accounting processes.
- H. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- I. Ability to communicate and interact effectively with a variety of individuals, including members of the public, coworkers, and external partners.
- J. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- K. Ability to handle difficult and stressful situations with professional composure.
- L. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- M. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- N. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- O. Ability to exercise sound judgment and maintain confidentiality.
- P. Ability to attend work as scheduled and/or required.

### Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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