

East Missouri Action Agency, Inc
“A Community Action Agency”
PO Box 308, 403 Parkway Drive
Park Hills, MO 63601
“An Equal Opportunity Employer”

1. Job Title: Program Coordinator
2. Grade Level: VI
3. FLSA Status: Non-Exempt
4. Supervisor's Position: Community Services Program Director
5. Supervised Positions: Volunteers
6. Position Summary:

The Program Coordinator's primary function is the oversight of various projects within the Community Services Program. The incumbent of this position will report directly to the Community Services Program Director. The incumbent will work closely with all the Community Services staff and the Accounting Department staff to ensure that: the day-to-day operational activities are completed, the agency mission is met; program guidelines are followed; deadlines are met; reports are accurate and submitted in a timely manner and; program outcomes are met.

7. Duties and Responsibilities:
 - a. Provides administrative support to the Community Services Program Director by assisting with program goal setting, implementing projects, and informing the program director of program activities, successes and/or problems in program operations.
 - b. Assist in the oversight of the day-to day aspects of the programs. Providing technical assistance for the Community Services team.
 - c. Oversees the project/participant files by maintaining an adequate filing system, acquiring the project documentation, keeping accurate billing data, and providing information to the Community Service Program Director.
 - d. Interprets and explains departmental policies, program responsibilities and procedures.
 - e. Supports various projects by maintaining accurate client data and files, preparing invoices for payment, and ensuring client eligibility requirement are met.
 - f. Supports the Community Services Department by researching and applying for additional funding opportunities for special projects.

- g. Prepares program reports by compiling, analyzing and summarizing data for assigned projects.
- h. Assists customers/clients by providing information and answering questions.
- i. Maintains individual county reports by entering information into the computer system(s), coding bills to be paid, preparing purchase orders, and reconciling accounts with the accounting department.
- j. Mentors volunteer and staff for various projects by providing individual training, guidance and technical expertise. Directs staff and volunteers on how to complete required programmatic forms and documentation.
- k. Improves marketing of various projects by developing promotional materials, designing and printing program fliers, etc.
- l. Maintains customer/client confidence and protects the agency by keeping information confidential.
- m. Maintains professional knowledge by attending educational workshops, statewide meetings or other educational activities deemed appropriate by supervisor.
- n. Maintains safe and healthy work environment by following the agency's established safety procedures.
- o. Maintains agency operations by following the established personnel policies manual.
- p. Contributes to team effort by exploring new opportunities to add value to the agency, helping others accomplish related job duties as and where needed.
- q. Provides additional support by completing other duties as assigned by supervisor.

8. Qualifications, Training, Experience and Skills Required

- a. High School Diploma or GED & at least four years experience in working with Community Service programs, case management or related fields. A two year degree or two years of college training may be substituted for two years of experience.
- b. Ability to communicate effectively both orally and in writing.
- c. Ability to maintain an effective and positive working relationship with program staff.

- d. Ability to work independently as well as to function effectively and collaboratively in a team environment.
- e. Must have good problem solving skills, be resourceful and take the initiative when needed.
- f. Must have excellent computer skills and knowledge of various computer software including, but not limited to, word processing and electronic file management.
- g. Must be able to type and have excellent organizational skills.
- h. Must have good public relations skills.
- i. Must possess in-depth knowledge of the program eligibility requirements and services.
- j. Must have knowledge of and be committed to the agency mission, goals, policies and procedures.
- k. Must possess comprehensive knowledge of other social service agencies and the services they perform, and a general knowledge of their regulations and rules.
- l. Must have the ability to lift over 50 pounds.
- m. Must possess a valid, current Missouri Driver's license, full time use of automobile and adequate liability coverage.
- n. Must maintain good attendance.
- o. Must be able to travel out of the area and work a flexible schedule.

Employee
Signature _____ Date _____

Supervisor's
Signature _____ Date _____

Executive Director's
Signature _____ Date _____