

Report Outline

Contents

Introduction	2
Findings & Recommendations	2
Findings & Recommendations: Director	3
Findings & Recommendations: Manager	3
Findings & Recommendations: Specialist.....	3
Findings & Recommendations: Assistant & Technician.....	6
Roles Hierarchy	8
Role Level Descriptors	10
Recommended Staff Reclassifications	Error! Bookmark not defined.
SAMPLE JOB DESCRIPTIONS: Universal Responsibilities	12
SAMPLE JOB DESCRIPTIONS: Universal Conditions Language	13
SAMPLE JOB DESCRIPTIONS: DETAILED	15
Sample Job Description: Director & Senior Director	15
Sample Job Description: Manager & Senior Manager.....	18
Sample Job Description: Specialist & Senior Specialist	21
Sample Job Description: Coordinator & Senior Coordinator	24

Introduction

Over the past five years, CITE has experienced substantial growth in its services, programs, and staff. Initially, the organization's small team required each member to handle multiple services. As the organization expanded, new roles have become increasingly specialized for specific areas of work. Despite this, many positions still operate under outdated titles and job descriptions. While the Executive Director has consistently taken responsibility for updating roles as they are posted and created, there is a need for the organization to assess its positions comprehensively.

Data for this report were gathered from all current job descriptions in use at CITE. Job duties were categorized for comparison across departments and positions. The Associations West directory was utilized to source comparable position titles and description information from the industry.

Findings & Recommendations

CITE's job descriptions generally contain well-defined duties. For certain job classifications, there is considerable consistency across departmental positions. However, challenges have arisen due to the variance in roles such as Specialist, Assistant, and Technician. This has led to confusion regarding role expectations for incumbents in these positions.

To address these issues, CITE should consider developing a standardized job description template for each job-level classification. This template would clarify the core responsibilities expected of all incumbents at that level, irrespective of specific departmental duties. Additionally, it is essential to define specific terms, such as "manage," which appear in multiple job descriptions across various levels.

Furthermore, CITE should articulate its organizational norms and expectations regarding customer service, collaboration, and other key areas through the establishment of universal responsibilities applicable to every position within the organization. This approach enables the Executive Director to reinforce cultural expectations among staff and provides a foundation for future professional development initiatives.

The distinctions between CITE's position levels should be clearly outlined and communicated to all staff members. These details have been drafted as part of this report and can be found under Roles Hierarchy and Role Level Descriptors.

Findings & Recommendations: Director

The Director job classification at CITE is robust and appropriate to the expectations. The department job descriptions, however, were highly specific to the duties contained within the department and lacked cohesion across the three current director positions. In addition, specific expectations around responsibilities for meeting strategic objectives was lacking in most job descriptions. The job descriptions should be standardized at the job level to include consistent language and communicate clearly the expectations to interpret and achieve strategic priorities.

Findings & Recommendations: Manager

Similar to the Director positions, the Manager position descriptions are highly specific to the details and duties of each department. Notably, the language around projects versus programs differed across departments, and many highly detailed tasks were enumerated. The job descriptions should be revised to allow for more common expectations around program management and include careful delineation between project and program expectations.

In addition, the detail in specific tasks should be removed and described more specifically in the individual employee's workplan. This allows for flexibility of the Director to adjust as needed without rewriting the job description itself.

Findings & Recommendations: Specialist

At CITE, the Specialist job classification has generated significant confusion and variability in terms of duties. The Specialist role is a journey-level position intended to provide high-level analytical work that is more advanced than that of an Assistant but not as comprehensive as that of a Manager.

Currently, each department in CITE includes at least one Specialist position, and includes both non-exempt and exempt levels. Some have higher-level expectations just below that of manager (labeled as 'Advanced' below), sometimes described as a 'Specialist II' and sometimes incorporated into the position without an additional title designation.

The visible and invisible distinction in the levels conflicts, at times, with expectations around non-exempt status. For example, the Events Specialist position is classed as 'Regular' with a high level of supervision, yet is currently an exempt position. There is a need for commonality and alignment in definition of independence and supervision to meet tests for overtime exemption across the entire job classification.

CITE should consider later recommendations, based on decision making authority, to create a Specialist (non-exempt) and Senior Specialist (exempt) position.

Department	Title	Level
Education Programs	Education Programs Specialist	Advanced
	Education Programs Specialist	Advanced
Executive	Executive Specialist	Advanced
	Events Specialist	Regular
Member Engagement	Marketing Specialist II	Advanced
	Design & Digital Media Specialist	Regular
	Membership Specialist	Regular
Resource Programs	Contract Specialist II	Advanced
	Contracts Specialist	Regular
	Resource Programs Specialist	Regular

Specific duties expected of the Specialist level include:

Act	Create	Implement	Process
Add	Demonstrate	Maintain	Produce
Adhere	Design	Manage	Provide
Administer	Ensure	Monitor	Recommend
Analyze	Evaluate	Negotiate	Record
Assist	Execute	Operate	Research
Categorize	Explain	Participate	Review
Collaborate	Facilitate	Plan	Schedule
Communicate	Help	Prepare	Submit
Coordinate	Identify	Problem solve	Support

An examination of the duties associated with all Specialist roles reveals considerable overlap with those assigned to Managers rather than Assistants or Technicians. Specifically, only 10.0% of the duties are shared with the Assistant/Technician roles, while 52.7% are shared with the Manager role.

The Specialist classification is also designed to allow incumbents to serve for extended periods. As the position has evolved, some job descriptions have been explicitly revised to include higher-level duties and corresponding salary adjustments. Positions that reflect these advanced responsibilities may be designated with “II” in the job title or have the advanced duties incorporated into the job description.

However, the variation in job descriptions does not clearly differentiate the duties between these levels of positions. This reflects the historical practice of modifying job descriptions based on the needs of individuals and departments within these roles.

Historically, incumbents have faced challenges meeting the expectations to work more autonomously and to propose solutions to practical problems. This issue has been observed across all departments and at both regular and advanced levels. The distinction between Assistant and Manager roles is much clearer, and there is a need for further clarification of the Specialist job series within CITE.

Other comparable nonprofit organizations employ a variety of job titles for their journey-level positions. It is noteworthy that most comparable organizations restrict their Specialist titles to roles within communications, design, and marketing. Comparable titles in these areas include the following:

- Administrator (15%)
- Analyst (5%)
- Associate (1%)
- Coordinator (25%)
- Specialist (50%)
- Strategist (0.5%)

After discussion with the leadership team, there was an expressed interest in preserving the classification of Specialist and using it for those positions which require a high degree of specialized knowledge in specific professional areas. This knowledge would be obtained with outside education opportunities. Those specialists who were performing general high-level administrative support would be classified at the Senior level of the lower job classification.

Specialized areas requiring advanced outside professional education include:

- Contracts
- Marketing
- Design

Further, CITE is recommended to clarify the responsibilities in existing positions that are focused on high-level administrative support versus those that are of higher-level specialized analytical support.

Findings & Recommendations: Assistant & Technician

Currently, CITE utilizes two job classes to delineate assistant or entry-level roles: Technician and Assistant.

Technician positions are currently housed only in the Resource Programs & Privacy Services departments. These positions focus primarily on customer service support to external clients and partners. The primary characteristics of the Technician role is to:

- Understand program offerings
- Respond to customer needs
- Complete required program documentation
- Update program records and run reports
- Assist with program materials production
- Evaluate and escalate customer service challenges

Specific technician duties include:

Monitor	Respond	Evaluate	Perform
Prepare	Assist	Understand	Contribute
Preserve	Interact		

Assistant positions are currently housed only in the Membership & Marketing department, though organization plans call for adding assistant-level positions in all departments to provide administrative support to Directors. The primary characteristics of the Assistant role is to:

- Answer customer frequently asked questions
- Respond to membership questions
- Maintain membership documentation
- Update membership records and run reports
- Prepare and send correspondence and invoices
- Schedule and provide live support to events and meetings

Specific Assistant duties can be categorized as:

Add	Answer	Approve	Audit
Coordinate	Create	Modify	Organize
Perform	Prepare	Run	Schedule
Send	Support	Update	

In analyzing comparable California associations, it has been observed that similar job classification levels often use the titles of Assistant (52%) and Coordinator (43%). Only two organizations have utilized the titles of Representative and Support Specialist. Considering the overlap in duties listed for both the Technician and Assistant positions, it is recommended that CITE consolidate these titles into a single, unified job title. Based on Director feedback, the recommended job title is “Coordinator.”

Secondly, to facilitate career advancement within the same job family, CITE should introduce a senior-level category that encompasses more complex tasks and offers a corresponding higher pay scale.

Role Differentiators

Add language about the fact this chart is an illustration of the differences between roles and that not defined as career path; some jobs may not exist.

Position	Focus, Skills	Analysis & Problem-Solving	Accountability
Coordinator	Skilled support. Knowledge of organization.	Routine and semi-routine. Patterned decisions (yes/no).	Established work routines. Close supervision.
Senior Coordinator	Skilled support. Senior-level support or technical skills.	Solves less-defined problems based on past precedents. Guided as to how to solve problems.	Established work routines. Here is what/how: keep me informed.
Specialist (Non-exempt)	Specialized knowledge, understanding, and experience in a particular field.	Solves less-defined problems based on past precedents. Diagnostic and troubleshooting problem solving.	Here is what/how: keep me informed.
Senior Specialist (Exempt)	Specialized knowledge, understanding, and experience in a particular field. Relies on advanced understanding to independently drive decisions.	Focus on 'what', 'how' and 'why.' Judgment and interpretation.	Tell me when you are done/achieve.
Manager	Expertise. Conceptual knowledge of field of management or area(s).	Higher level analytical, interpretive, evaluative, constructive thinking. Problem is clear, solution is not. Formulating goals & developing plans to achieve.	Tell me when you are done/achieve.
Senior Manager	Seasoned expertise. Facilitator. Ability to influence.	Problem is clear, solution is not. Formulating goals & developing plans to achieve. Longer-term considerations. Strategic thinking.	This is what we want done. Plan short-term. Operational influence.
Director	Influences and directs strategic objectives for their department and in the field. Acts as motivator, coach, and leader.	Operationalizing strategic objectives. Longer-term considerations. Strategic thinking.	This is why we want it done. Translator.

Senior Director	Influences and directs strategic objectives for multiple departments and in the field. Acts as motivator, coach, and leader. Recognized expertise in field(s).	Thinking may be novel or nonrecurring. Some path finding situations requiring the development of new concepts and imaginative approaches.	This is why we want it done. Significant operational influence.
Deputy Exec Director	Executive leadership.	Identifies what should be done and why. Develops and derives strategy.	Significant operational influence. Plan long-term. Significant strategic impact.
Executive Director	Chief executive officer.	Develops and derives strategy.	Subject to Board.

Role Level Descriptors

Director/Senior Director

- Directors are responsible for defining, in consultation with Executive leadership, strategic objectives and tactics.
- Directors are responsible for planning, implementing, and achieving strategic tactics.
- Directors supervise team(s) of people.
- Directors oversee a **department including multiple programs**.
 - Senior: A Senior Director oversees the work of one or more Directors. A Senior Director brings together multiple departments to drive and ensure significant organizational innovation, change or process improvement. The Senior Director's focus is on visionary leadership, strategic short- and long-term planning, and optimizing organizational resources.

Manager/Senior Manager

- Managers are responsible for execution of projects in support of strategic priorities.
- Managers have independent decision-making authority in designing, modifying, or implementing projects, in consultation with Director(s).
- Managers oversee the work of multiple people completing projects, but may not have supervisory authority over individuals (program manager).
- Managers are responsible for strategizing and providing vision for projects.
- Managers oversee **multiple programs and projects**.
 - Senior: A Senior Manager supervises one or more employees. Senior Managers are expected to enhance organizational operations and provide effective team or functional leadership. Their expertise and services offer complex analysis, interpretation, and advice on important organization-wide issues to Directors and/or the Executive team.

Specialist/Senior Specialist

- Specialists are professional-level positions. They provide the program or project with focused subject-matter knowledge and expertise.

- Specialists engage in advanced problem-solving work. They are expected to be able to independently evaluate tasks or problems of practice, research potential solutions, and make recommendations for improvements or resolutions.
- Specialists oversee a **portfolio of processes, workflows, or series of tasks**.
- Anticipates project challenges
 - Senior: Senior Specialists complete work of increasing complexity in their field of expertise. A Senior Specialist may be responsible for entire projects, may exercise independent judgment over portions of projects, and may supervise one or more individuals.

Coordinator/Senior Coordinator

- Coordinators provide specialized and proactive administrative support. They demonstrate high competency in customer service skills and represent the organization professionally to its members, partners, and vendors.
- Coordinators are able to master skill sets required for their position within six months to two years.
- Coordinators carry out specific, pre-defined tasks with close supervision.
- Coordinators oversee a **portfolio of individual tasks**.
 - Senior: Senior Coordinators practice advanced skills in multi-tasking, taking initiative, and knowledge of program and/or organization. Senior Coordinators are able to interpret and apply advanced learning to analyze and implement improvements to products of tasks or processes. Senior Coordinators may also evaluate problems of practice, research potential solutions, and make recommendations for improvements or resolutions. A Senior Coordinator may be responsible for one or more processes, workflows, or series of tasks.

SAMPLE JOB DESCRIPTIONS: Universal Responsibilities

Universal responsibilities outline behavioral and communication expectations that apply to all positions. Including these in every job description defines the key aspects of CITE organization culture and provides clarity at the application stage rather than during onboarding.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Universal Responsibilities
 - **Collaboration:** Proactively engages with an iterative mindset to enhance ideas and achieve organizational results. Cultivates relationships, builds partnerships, and shares and learns without boundaries.
 - **Service:** Focuses on meeting needs and exceeding expectations for those served inside and outside the organization.
 - **Respect:** Embraces others for their true, authentic selves; nurtures and promotes an environment that values diversity of thought, input, experience, and expertise. Demonstrates respect, honesty, and professionalism at all times.
 - **Policy & Practice:** Reads and demonstrates an understanding and adherence to CITE values, policies, and practices.

SAMPLE JOB DESCRIPTIONS: Universal Conditions Language

This language appears in all job descriptions to outline work expectations, clarify benefits, and meet legal requirements.

WORKING CONDITIONS AND PHYSICAL DEMANDS

- Valid California driver's license
- Ability to travel independently in California to attend live sessions approximately eight days a year; sessions will take place on Fridays
- Requires vision (which may be corrected) to read small print
- Perform work that is primarily sedentary
- May be required to work at a video display terminal for prolonged periods
- May be required to work evenings or weekends
- Requires dexterity of hands and fingers to operate a computer and standard office equipment
- Sitting or standing for extended periods of time
- Reaching above the shoulders and horizontally to retrieve files and supplies
- Listening and speaking to exchange information, e.g. by electronic device, telephone or in person
- Ability to travel independently to partner conferences and districts as needed
- Ability to travel independently and participate in CITE Annual Conference (full week, before or after Thanksgiving week depending on year, California locations)

BENEFITS

- Remote position (California residents only)
- Flexible work schedule
- Casual and supportive workplace atmosphere
- 401(k) contribution
- Health, dental, vision, disability, FSA, and life insurance
- Generous sick and vacation leave

This is a remote position based in California with required in-state travel. Our organization is unable to offer employment to non-California residents. If applying from out of state, please provide a cover letter explaining the status of your relocation to California in order to be considered for the position. As a small nonprofit, we are unable to offer relocation assistance.

All CITE employees are required to travel and work extended hours during the week of the CITE Annual Conference, which typically occurs either the week before or after the Thanksgiving holiday. Travel expenses will be covered in advance by the organization;

employees are not expected to incur any costs upfront. Normal breaks, meal periods, and overtime compensation will be provided in accordance with state and federal laws.

CITE is an equal opportunity employer and does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law.

CITE promotes an inclusive workplace; reasonable accommodation requests for interviews can be made.

SAMPLE JOB DESCRIPTIONS: DETAILED

Sample Job Description: Director & Senior Director

Objectives

The Director oversees strategic development and implementation of a portfolio of programs, as well as leading department staff and operations to achieve strategic priorities. The individual carries out routine tasks and responsibilities with minimal supervision; however, support and direction is available as needed.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Position Responsibilities
 - Engages collaboratively with executive and leadership teams to build program strategy and implementation aligned with CITE's strategic plan.
 - Lead all aspects of multiple programs to meet strategic priorities effectively.
 - Design and implement evaluation practices for programs to ensure progress towards strategic objectives.
 - Analyze complex challenges and guide teams toward creative solutions.
 - Deliver program results within forecast expectations.
 - Strategize, develop, and execute external relations activities including committees, data collection efforts, and events.
 - Conducts research with Board, staff, members, and association community to determine priorities for program development and evaluation.
 - Leads department staff and operations
 - Oversee program staff hiring, performance, and professional development.
 - Maintains knowledge of state and federal laws, policies, and resources as they relate to the programs and administration.
 - Adheres to the established work schedule and the organization's timekeeping policies.
 - Supports and facilitates positive interaction with others by exhibiting individual maturity, a team-centered approach, maintenance of confidential information, and implementation of DEIB principles.
 - Other duties as assigned
- Role Responsibilities
 - Resource & Service Programs: TBD
 - Education Programs: TBD

SENIOR (IF APPLICABLE)

- A Senior Director oversees the work of one or more Directors.
- A Senior Director brings together multiple departments to drive and ensure significant organizational innovation, change or process improvement.
- The Senior Director's focus is on visionary leadership, strategic short- and long-term planning, and optimizing organizational resources.

SUPERVISORY RESPONSIBILITIES (INCLUDING SENIOR)

- This position leads a team of internal staff and external contractors.

QUALIFICATIONS

Required Skills & Knowledge:

- Principles, practices, and techniques for project and program administration including goal setting, budget management, and evaluation
- Experience in preparing clear, logical, and concise written communications which may include reports, memos, articles, and presentations.
- Excellent organizational and management practices and procedures.
- Effective time and project management techniques.
- English usage, spelling, grammar and punctuation.
- Understanding of and an ability to apply record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.

Ability to:

- Exercise independent judgement and initiative within organization guidelines
- Communicate with tact and diplomacy when dealing with complex and confidential situations
- Establish and maintain highly effective working relationships with colleagues within and outside of the organization
- Maintain confidentiality of sensitive information.
- Interpret and apply program policies and procedures.
- Compile detailed information, maintain extensive records and prepare reports in an organized and timely fashion.
- Learn and apply new software
- Provide excellent customer service.

- Multi-task and work within time-sensitive deadlines.
- Work independently and set priorities.

EDUCATION & EXPERIENCE

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

- Experience: At least three years' experience leading programs effectively to meet organizational goals.
- Training/Education: Minimum of bachelor's degree in program administration, education, or related field (preferred: master's degree)
- Preferred: Experience in California K-12 education settings
- Preferred: Experience in team leadership.

Sample Job Description: Manager & Senior Manager

Objectives

The Coordinator is responsible for providing administrative and operational support to the program(s). This role enhances the efficiency and effectiveness of the program through proactive administrative assistance and high-quality customer service.

ESSENTIAL DUTIES & RESPONSIBILITIES

Position Responsibilities

- Manage programs and projects to achieve strategic objectives
 - Conduct analysis, planning, and execution of tasks to fulfill project requirements
 - Administer ongoing operations and processes
 - Maintain program budgets, including tracking revenues, expenditures, and projections
 - Compile financial and program data for use in project and program forecasting
 - Assess program effectiveness and recommend strategies for improvement
 - Prepare written and oral reports for public and leadership stakeholders
- Provide leadership to individuals and teams
 - Collaborate with program staff, organizational representatives, and external stakeholders to achieve objectives efficiently and positively.
 - Respond to concerns, inquiries, or complaints from members, partner agencies, or the public with professionalism, ensuring timely and satisfactory resolutions.
 - Facilitate and guide organizational committees consisting of both staff and volunteers.
 - Develop, refine, and present program information tailored to diverse audiences.
- Oversee coordination and assessment of work performed by contractors, external partners, and volunteers
 - Establish project requirements, track deliverables, and assess outcomes for effectiveness.
 - Conduct research and actively recruit additional participants as needed.
- Other duties as assigned

Role Responsibilities (2-4 bullets)

- Example: Oversee certification programs and develop new educational opportunities
- TBD
- TBD
- TBD

SENIOR (IF APPLICABLE)

- Senior Managers are expected to enhance organizational operations and provide effective team or functional leadership.
- Their expertise and services offer complex analysis, interpretation, and advice on important organization-wide issues to Directors and/or the Executive team.
- A Senior Manager supervises one or more employees.

SUPERVISORY RESPONSIBILITIES (INCLUDING SENIOR)

- This position may supervise one or more employees.

QUALIFICATIONS

Required Skills & Knowledge:

- Principles, practices, and techniques for project and program administration including goal setting, budget management, and evaluation
- Experience in preparing clear, logical, and concise written communications which may include reports, memos, articles, and presentations
- Must have strong analytical, critical thinking/problem solving skills.
- English usage, spelling, grammar and punctuation.
- Advanced proficiency in Microsoft Office Suite (Word, Excel) and Google (Docs, Sheets).
- Understanding of and an ability to apply record keeping principles and procedures.
- Research skills sufficient to collect, organize, and report data in both narrative and statistical formats.
- Modern office practices, methods, and computer equipment and applications related to the work.

Ability to:

- Exercise independent judgement and initiative within specific projects, as well effective follow-through.
- Establish and maintain highly effective working relationships with colleagues within and outside of the organization.
- Demonstrate attention to detail and function productively in a multi-tasking environment.
- Communicate with tact and diplomacy when dealing with complex and confidential situations
- Maintain confidentiality of sensitive information.
- Interpret and apply program policies and procedures.
- Compile detailed information, maintain extensive records and prepare reports in an organized and timely fashion.
- Work independently and set priorities.

EDUCATION & EXPERIENCE

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

- Experience: At least three years' program management experience
- Training/Education: Bachelor's degree in program administration, education administration, business administration, or related field.
- Preferred: Experience in California K-12 education settings
- Preferred: Experience in education technology professional development

Sample Job Description: Specialist & Senior Specialist

Objectives

The Specialist delivers advanced organizational support and services under minimal supervision, exercising independent judgment on a regular basis. This role involves analyzing, planning, and utilizing specialized program knowledge to provide deliverables and services to management, staff, and external partners.

ESSENTIAL DUTIES & RESPONSIBILITIES

Job Level Responsibilities

- Project Management
 - Independently oversee and prioritize multiple concurrent projects and tasks.
 - Evaluate current project resources and processes, providing recommendations and implementing effective solutions to operational challenges.
 - Perform a range of administrative, analytical, and client support functions.
 - Coordinate, lead, and facilitate collaborative initiatives to advance project objectives.
 - Prepare and present comprehensive qualitative and quantitative reports detailing project or program outcomes.
 - Administer contracts with external service providers.
 - Contribute to the management and analysis of financial data for programs or projects.
- Resource Curation & Creation
 - Conduct research to identify relevant articles, tools, activities, and information that advance project objectives.
 - Develop comprehensive reports, multimedia content, presentations, memoranda, contractual documents, and other materials to support project deliverables.
 - Provide timely, clear, and detailed updates to collaborators and leadership throughout the project's duration.
- Organization Support
 - Coordinate with staff across departments on projects and assignments.
 - Contribute to the production of the week-long Annual Conference by performing event-related tasks as part of the full staff team (e.g., staffing the registration desk, organizing supplies, etc.).

- Address concerns, inquiries, or complaints from members, member agencies, or the general public professionally; conduct research as needed, document findings, and take appropriate actions to ensure timely and satisfactory resolutions.
- Other duties as assigned

SENIOR SPECIALIST (EXEMPT)

- Senior Specialists complete work of increasing complexity in their field of expertise.
- A Senior Specialist may be responsible for entire projects, may exercise independent judgment over portions of projects.
- A Senior Specialist may supervise one or more individuals.

Role Responsibilities (2-4 bullets)

- TBD
- TBD
- TBD
- TBD—specific technology requirements for role (e.g., LMS, portal, etc.)

SUPERVISORY RESPONSIBILITIES (INCLUDING SENIOR)

- This position has no supervisory responsibilities.
- Senior: This position may supervise one or more employees.

QUALIFICATIONS

Required Skills & Knowledge:

- Advanced specialized knowledge of the field in relation to position requirements (e.g., legal, education, design, marketing, event planning, etc.)
- Demonstrated experience using common organizational technology systems in use at the organization such as Microsoft O365, Google, Asana.
- Ability to independently manage and prioritize concurrent projects, programs, and tasks
- Excellent customer service, interpersonal and communication skills.
- Display a practical experience with program planning and coordination.
- Strong analytical, critical thinking/problem solving skills.
- Preferred: Strong oral presentation skills.

- Preferred: Principles and practices of group facilitation.

Ability to:

- Establish and maintain effective working relationships and work as a team with staff, association members, and the general public.
- Communicate effectively, both orally and in writing.
- Maintain confidentiality of sensitive information.
- Interpret and apply program policies and procedures.
- Compile detailed information, maintain extensive records and prepare reports in an organized and timely fashion.
- Learn and apply new software
- Provide excellent customer service.
- Multi-task and work within time-sensitive deadlines.
- Work independently and set priorities.

EDUCATION & EXPERIENCE

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

- Experience: Minimum of five years' of specialized experience in legal, education, design, marketing, or other areas as applicable to position.
- Project management experience: Minimum of three years' experience in managing project-based work.
- Training/Education: Bachelor's degree or equivalent combination of education and experience.

Sample Job Description: Coordinator & Senior Coordinator

Objectives

The Coordinator is responsible for providing administrative and operational support to the program(s). This role enhances the efficiency and effectiveness of the program through proactive administrative assistance and high-quality customer service.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Position Responsibilities
 - Provides comprehensive administrative support for the Manager or Director, including managing calendars and schedules, handling event registrations and travel arrangements, expense reporting, and general clerical duties.
 - Executes assigned administrative tasks, including answering calls, preparing correspondence, scheduling meetings, and coordinating travel arrangements.
 - Supports budget management and monitors expenditures; prepares detailed expense reports.
 - Assists in developing and updating technology platforms, databases, project management systems, and training programs.
 - Provides assistance to members and staff with inquiries, issues, concerns, and activities related to program delivery.
 - Prepares and maintains accurate, valid, and complete records and reports; processes forms and documents; researches, compiles, and organizes materials and information using appropriate methods and tools.
 - Contributes to the creation of promotional materials such as presentations, videos, educational content, and training sessions based on program requirements.
- Role Responsibilities (2-4 bullets)
 - TBD
 - TBD
 - TBD
 - TBD

SENIOR

- Participates in the development and implementation of goals, objectives, procedures, and priorities for assigned programs; identifies resource needs; recommends standard operating procedures, improvements, or modifications.
- Assists the Manager with facilitating meetings of all levels of stakeholders.

- Problem Solving: Applies analysis, creativity, resilience and logic to reach optimal outcomes; develops and implements solutions.
- Adaptability: Appropriately adjusts behavior to changing conditions and business needs; modifies approach to succeed with new situations and timelines.

SUPERVISORY RESPONSIBILITIES (INCLUDING SENIOR)

- This position has no supervisory responsibilities.

QUALIFICATIONS

Required Skills & Knowledge:

- Excellent organizational and management practices and procedures.
- Effective time and project management techniques.
- English usage, spelling, grammar and punctuation.
- Advanced proficiency in Microsoft Office Suite (Word, Excel) and Google (Docs, Sheets).
- Understanding of and an ability to apply record keeping principles and procedures.
- Research skills sufficient to collect, organize, and report data in both narrative and statistical formats.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.

Ability to:

- Establish and maintain effective working relationships and work as a team with staff, association members, and the general public.
- Communicate effectively, both orally and in writing.
- Maintain confidentiality of sensitive information.
- Interpret and apply program policies and procedures.
- Compile detailed information, maintain extensive records and prepare reports in an organized and timely fashion.
- Learn and apply new software
- Provide excellent customer service.
- Multi-task and work within time-sensitive deadlines.
- Work independently and set priorities.

EDUCATION & EXPERIENCE

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

- Experience: Minimum of four years of progressively responsible administrative support work including experience with accounts payable operations.
- Training/Education: Associate's degree in Business Administration or related field, or equivalent experience; bachelor's degree preferred. Candidates with intermediate to advanced administrative work experience will also be considered in lieu of a college or university-level education.