

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Program Coordinator - HR**

Dept.: **Human Resources**

Job Code Number: **10822**

Reports to: **Human Resources Director**

Grade Number: **18**

Effective Date: **July 2008**

FLSA Status: **Exempt**

General Position Summary

Performs a variety of administrative and professional work in developing, planning, organizing, managing, coordinating, facilitating, training, and evaluating a variety of human resource related programs and activities. Takes action to ensure staff understanding of and compliance with federal, state and local laws and regulations. Carries out assigned program responsibilities independently, applying professional knowledge and experience; advises on work methods and practices and the elimination of hazards in the workplace. Undertakes special projects in cooperation with other staff members

Essential Duties/Major Responsibilities:

1. Develop, implement and evaluate work programs, plans, processes, systems and procedures to achieve program goals, objectives and performance measures consistent with KCLS quality, customer service, and safety and security expectations. Coordinate with directors, managers, and other KCLS staff, as needed, to implement projects, services, and programs. Develop and monitor budgets.
2. Assist the Human Resources Director in assigned security, safety and risk management activities, such as staffing the safety and security committees and coordinating committee activities.
3. Design, develop, and administer effective training, learning and development curriculum in coordination with staff development, technical staff, and consultants. Serve as a trainer for assigned subject areas.
4. Coordinate work and manage relationships with other KCLS staff, departments and divisions and outside vendors and agencies.
5. Research, prepare and administer RFPs/RFQs and contracts for services, professional consultants; prepare and advise on the development of specifications for the purchase of equipment; periodically checks the operation or use of equipment to ensure conformance with KCLS standards.
6. Oversee the reporting, recording, and analysis of data to ensure consistency, accuracy, completeness, and relevance to system goals and objectives. Track, analyze, and provide feedback on trends such as frequency, locations, types of issues to ensure accurate information and reporting of trends. Prepare a variety of studies, reports and related information for decision-making purposes.

Secondary Duties:

1. Serve as a member of various committees, as assigned or required.
2. Provide backup to other related positions as needed
3. Prepare rooms for programs.
4. Performs other related duties as assigned.

Communication:

Contacts are normally made with other KCLS employees, vendors and outside agencies. Contacts are frequently made on the incumbent's own initiative, regularly are initiated by a third party and occasionally made at the supervisor's request. Sensitive or confidential information may be discussed. Contacts can be both one-on-one situations and group settings. Communication and interpersonal skills are important and require some refinement for the successful completion of job responsibilities. Collaboration and cooperation must be established to accomplish assigned tasks. Adverse consequence to the organization could be significant if interactions are not handled well. Sensitive or confidential information may be discussed. Occasional formal presentations to groups may be part of job responsibilities.

Initiative:

This position functions with some supervision for new or unusual situations or assignments, and only limited supervision for regular work. Work regularly calls for decision-making, problem solving, and/or recommendations within scope of position responsibilities. The position is responsible to make decisions both in a consensus format as well as independently. Major decisions are subject to review by the Human Resources Director. This position has some responsibility for creation, development, design or problem solving of new programs, methods, systems, procedures or policy issues. The requirement to generate original work is an important aspect of the position.

Accountability:

The position encounters regular interruptions and some flexibility is required. Refined planning and goal-setting skills are required and the incumbent plans as part of a group activity. Some strategic planning is required at the facility/department level. The position makes decisions that have impact across some other work units. An error or delay in the incumbent's work would result in the lack of coordination with staff or supervisors, can cause or delay training program completion or can impact staff's ability to learn skills, thus impacting customer service and the safety and security of staff. Resources under the incumbent's responsibility include supplies, equipment and training materials acquired for special projects (e.g., workplace accommodations).

Leadership:

While this is not a supervisory position, it functions in a leadership role by clearly demonstrating and acting in accordance with library values and serving as a role model for others. The position assists in communicating the vision and goals of the library. This is a professional position that is expected to model the behavior expected of KCLS staff. The position may report directly to the Staff Development Coordinator for assigned staff development activities.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined below is graduation from a four-year college or university with major coursework in education, organizational development, business or public administration, human resources or a related field; two to four years experience in a human resources specialty, such as staff development, safety, risk management, security, loss control, or project management; and classroom and on-the-job training in training, adult learner techniques, and project management or an equivalent combination of training and experience.

Necessary Knowledge, Ability and Skills:

- Considerable knowledge in effective training and learning techniques including web-based and adult learning and group facilitation.
- Considerable knowledge of human resource services and programs.
- Considerable knowledge of project management functions and activities.
- Considerable knowledge of facilities, materials and equipment in support of training activities.
- Working knowledge of safety and security practices and loss control measures.
- Some knowledge of library staff, organizations, policies, procedures and systems.
- Some knowledge of web-based learning.

Ability to:

- Effectively collaborate and work with diverse individuals and groups.
- Establish and maintain effective working relationships and collaborative partnerships with managers and supervisors, employees, representatives of other governmental agencies, contractors, and others encountered in the course of work.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing individually and in group presentation.
- Listen and ascertain needs of customers.
- Manage time to maximize productivity.
- Speak, read, write and understand the English language.
- Effectively participate with a team orientation including developing and implementing training programs and materials.
- Maintain confidential and sensitive information. Use discretion in relating to other staff, employees and training participants.
- Plan, manage, and implement new projects and programs to completion, within budget and deadline; revise and adjust existing projects and programs; multi-task and effectively coordinate a variety of concurrent projects and activities.

Skill in:

- Planning, organizing, and facilitating meetings, including agenda preparation, minutes, and other documentation.
- Effective, clear, and persuasive oral and written communications to individuals and groups.
- Resolving conflicts and gaining cooperation among competing interest groups.
- Relating training needs within the KCLS to specific training strategies and programs.
- Using office computer hardware and software.
- Designing creative solutions to training requirements based on needs and training participant population.
- Evaluating the effectiveness of programs, materials, and staff.

SPECIAL REQUIREMENTS

Valid Washington driver's license

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to sit and talk or hear, and to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a normal office environment. Frequent sitting and extensive PC monitoring work is required. Some travel throughout service area.

Advancement Possibilities: (depending on education, experience & training)

Staff Development Coordinator

Human Resources Director

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
HR Director