



JOB ANNOUNCEMENT

JOB TITLE: Program Coordinator

DATE WRITTEN: November 2023

FUNCTIONAL AREA: Workforce Development

DATE APPROVED: November 2023

REPORTS TO: Program Manager

PREPARED BY: Program Manager

POSITION LEVEL: Full time – Non-Exempt

SALARY: \$45,000 – \$49,000

LOCATION: Flagstaff, AZ

POSTITION SUMMARY:

The Program Coordinator (PC) conducts in-depth assessment of customer's employment needs, develops a comprehensive service plan to address needs and leads the customer towards obtaining full time, unsubsidized employment. PC will provide ongoing training, supportive employment counseling, coaching, and mentoring to customers during their employment search. PC will build partnerships with community agencies and businesses for shared resources and training opportunities. The Program Coordinator researches opportunities for career pathways and other training programs and conducts outreach and recruitment. PC enters documentation into customer case files, enters detailed notes in database, and prepares and submits monthly reports.

The Program Coordinator is also responsible for assisting in program coordination within the Workforce Development Program. This includes assisting in all contractual deliverables and other requirements to ensure they are completed in a timely manner. PC assists in the development of data collection methods to report and monitor program activities and analyze data to determine if the activities provided are meeting program goals. PC partners closely with their Program Manager and other team members as necessary to assist in the development and implementation of key strategies across their Service Area. The Program Coordinator supports their program area in necessary grant and funding compliance as described in approved project plans. PC must be able to adapt to a continually evolving environment and thrive in a deadline-oriented workplace with the strong ability to plan effectively for program implementation.

RESPONSIBILITIES:

- Assist customers in the use of resources and technology for job search activities.
- Assist in evaluation activity including data collection, databases, and data entry, assuring consistency in data as required.
- Assist in strategic and technical planning to meet the program organization's objectives.
- Build and maintain strong relationships with local employers and partner with local agencies and businesses to identify employment and training opportunities for customers and identify resources to address and maximize customer employment retention and career development.
- Collaborate with customers in the development of an Individual Employment Plan of services to clearly define a path to employment.
- Collect labor market information regarding job openings, entry and skill requirements and other occupational information.

- Conduct customer recruitment and outreach activities to promote program services and explain benefits and employment support services provided.
- Conduct follow-up employment verifications with customers who have obtained employment and their employers in accordance with program guidelines.
- Coordinate activities and serve as assistant communicator for agency project evaluators.
- Draft reports under the direction of the program manager
- Identify customers for whom work experience, classroom training or on-the-job training would be appropriate and guide them to those activities and monitor the progress of these trainees, including job retention counseling, to ensure their successful completion of the activity.
- Maintain contact with customers to ensure activities occur within time limits and continuously monitor customer progress in accordance with program and funding source requirements.
- Process program paperwork in accordance with agency/program deadlines and prepare and submit monthly reports.
- Provide ongoing employment counseling. Resource referrals to address issues, problems, and challenges in the areas of goal setting, problem solving, life management and related skills.
- Provide professional guidance on resume development based on customers' prior work experience, education, and training.
- Review comprehensive customer assessments to identify strengths and deficiencies of customers in relation to training, education and employment goals and objectives.
- Work is performed in an office environment and requires the ability to operate standard office equipment. Must have the ability to lift and/or carry small parcels, packages and other items with a minimum weight of 25lbs, to walk short distances, and drive a vehicle when necessary.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in field appropriate to area of assignment such as Workforce Development, Human Resources, Social Work, Business, Education/Training with 2 years related work experience in case management, training & education or any equivalent combination of years of education and experience.
- Knowledge of area job market and workforce trends
- Excellent listening, verbal, and written communication skills
- Excellent customer service and problem resolution skills
- Ability to demonstrate initiative and effective time management skills, as well as organizational and planning skills.
- Ability to build & maintain relationships in a professional manner.
- Knowledge of the social, educational, and economic issues of off-reservation American Indian population, specifically Coconino County
- Proficient in Microsoft office suite

PREFERENCE:

In accordance with the Indian Preference Regulations, preference is given to American Indians. To claim American Indian preference, a copy of tribal affiliation must be submitted with resume and supplemental information form.

Note - All staff requirement(s):

- Must have or be able to obtain a State of Arizona Department of Public Safety Fingerprint Clearance Card within 90 days of employment.
- Must have dependable transportation, valid driver's license, and automobile insurance coverage in compliance with Center requirements.
- Must be available to work evenings and weekends.

SUBMIT CURRENT APPLICATION PACKET TO INCLUDE: Cover Letter, Resume and Supplemental Information Form to:

Via Email: info@phxindcenter.org

Mail Service:

PHOENIX INDIAN CENTER, INC. - Personnel

4520 North Central Avenue, Suite 250 | Phoenix, Arizona 85012

PH: 602-264-6768 | FAX: 602-237-6953

www.phxindcenter.org Click on Contact Us

NOTE: Supplemental Information Form can be found at www.phxindcenter.org/employment/