

## **CLASS TITLE: PROGRAMS COORDINATOR**

**PURPOSE OF THE CLASSIFICATION:** Under the direction of the Executive Director, the Programs Coordinator is tasked with supporting and implementing world-class operational service delivery and community engagement and place enhancement programs of the Downtown Coordinating Council (Downtown) and performs related assigned duties.

### **ESSENTIAL TASKS:**

- Manages and administers maintenance, beautification, and landscaping contracts and the customization of vendor operations to meet Downtown's needs
- Ensures that the streets, sidewalks, and all parts of Downtown Tulsa meet the highest standard of cleanliness, maintenance, and attention to detail through regular and systematic inspections, including but not limited to trash removal, asset repairs, graffiti mitigation, landscaping, lighting operations, irrigation systems, fountains, and public space cleanliness
- Maintains work order and project management systems to track deadlines/milestones and monitors daily operations of all contractors ensuring proficient performance and quality assurance
- Establishes inventory and maintenance/management program of public space assets (e.g. public chairs, trash cans, planters, etc.)
- Coordinates maintenance activities with various city agencies and utilities as needed and cultivates professional relationships with vendors, property/business owners and managers, and City agency and utility company staff
- Supports marketing, branding, and outreach efforts including management of online resources, and planning and execution of community engagement and place enhancement programs
- Prepares reports and materials for and attends internal and external board and committee meetings, including occasional evening hours
- Promotes and monitors safe work practices and safety programs with contractors and reviews accident reports, investigating when appropriate
- Provides excellent customer service to all property owners, merchants, tenants, residents, and visitors
- Participates in the execution and evaluation of organizational programs, projects, events, and activities and completes other duties and special projects as assigned
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks**

### **QUALIFICATIONS:**

Training & Experience: Graduation from an accredited college or university with a bachelor's degree in a field relevant to the essential tasks of this job; and four (4) years of progressively responsible experience in public administration, project management, program administration, community development; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge

- Passion for city building and downtown revitalization, experience working with downtown management organizations
- An organized and detail-oriented person who observes and addresses disorder in the public environment
- The ability to operate in year-round outdoor conditions for extended periods of time in all types of weather.
- Maintain high standards of quality for service delivery and seek out methods to continuously improve the efficiency and effectiveness of the organization

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- Utilize sound project management skills including accuracy, budgeting, multi-tasking, follow up, attention to detail, and a focus on key deliverables to effectively plan and manage projects and programs
- Contract management and ability to manage multiple tasks, projects, and contractors simultaneously
- Experience with digital marketing, communications, and community engagement
- Has a demonstrated ability to prioritize and manage multiple projects, contractors, and solve problems in a timely fashion

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing and pulling up to 50 pounds may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, handling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver's License.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting; and requires working on evenings and weekends and travel to various City locations.

**Class Code: 2002**

**EEO Code: N-02**

**Pay Code: EX-40**

**Group: Clerical and Administrative**

**Series: General Administrative**

**Effective Date: April 15, 2020**