## Job Classification Details

<table>
<thead>
<tr>
<th><strong>Department</strong></th>
<th>Chief Diversity Office</th>
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</thead>
<tbody>
<tr>
<td><strong>Job Family</strong></td>
<td>Program Administration</td>
</tr>
<tr>
<td><strong>Job Title</strong></td>
<td>Program Coordinator</td>
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<tr>
<td><strong>Working Title</strong></td>
<td>Diversity Resources Coordinator</td>
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<tr>
<td><strong>Job Code</strong></td>
<td>PAD1</td>
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<tr>
<td><strong>Salary Level</strong></td>
<td>4A</td>
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### Summary of Position:
Position will design, plan, promote, facilitate, integrate, and evaluate diversity and cultural competency educational programs, events, and/or services of substantial complexity and impact, both on and/or off campus, to ensure the link between diversity and excellence is understood and integrated appropriately into the university community; and effectively organize and facilitate processes and functions to ensure the success of diversity programs and/or services.

### Key Areas of Responsibilities (KARs)

#### Operational and Financial Management
- Coordinate and/or administer the operational and/or financial activities associated with multiple programs and/or services as assigned, which may run concurrently.
- May develop budgets for assigned programs.
- Monitor status of projects, including the organization and timelines of these projects.
- Analyze program data, develop reports, and oversee activities.
- Monitor expenditures to ensure programs are within budget.
<table>
<thead>
<tr>
<th>Title</th>
<th>Proficiency Level</th>
<th>Definition</th>
<th>Typical Behaviors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaboration and Embracing Diversity</td>
<td>Extensive</td>
<td>• Ability to work with a variety of individuals and groups in a constructive and civil manner while appreciating the unique contribution of individuals from varied cultures, race, creed, color, national</td>
<td>• Establishes and maintains positive and productive working relationships within and outside of own area and background. • Identifies and resolves disagreements/conflicts in early stages.</td>
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| Positive Impact/Achieving Results (Working Experience) | Working | • Ability to utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.  
• Able to demonstrate ethical behavior in diverse situations while producing results. | • Adjusts to and develops self to prepare for new or changing assignments, processes, people, and priorities as organizational needs dictate.  
• Sets clear expectations for self and team to achieve work objectives and overcome obstacles.  
• Strives for excellence in performance by upholding established ethical standards and upholding university values  
• Provides frequent updates on operations and financial performance to leadership. |
| Service Excellence/Customer Focus (Working Experience) | Working | • Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner.  
• Ability to effectively transmit and interpret information through appropriate communication with internal and external customers. | • Enhances service by seeking ways to add value to customer interactions/services.  
• Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.  
• Listens to feedback without defensiveness and uses it to enhance communication effectiveness.  
• Communicates in alternative ways to accommodate different listeners. |

### Job Family Technical Competencies

<table>
<thead>
<tr>
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<th>Definition</th>
<th>Typical Behaviors</th>
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</table>
| Decision Making and Critical Thinking | Working | • Understanding of the issues related to the decision-making process;  
• Ability to analyze situations fully and accurately, and reach productive decisions. | • Assists in assessing risks, benefits and consideration of alternatives.  
• Participates in documenting data, ideas, players, stakeholders, and processes.  
• Applies an assigned technique for critical thinking in a decision-making process.  
• Recognizes, clarifies, and prioritizes concerns.  
• Identifies, obtains, and organizes relevant data and ideas. |
| Effective Communications | Extensive | • Understanding of effective communication concepts, tools and techniques;  
• Ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors. | • Communicates well downward, upward, and outward.  
• Employs appropriate methods of persuasion when soliciting agreement.  
• Maintains focus on the topic at hand.  
• Adapts documents and presentations for the intended audience.  
• Reviews others’ writing or presentations and provides feedback and coaching.  
• Demonstrates both empathy and assertiveness when communicating a need or defending a position. |
| Effective Presentations | Working | • Knowledge of effective presentation tools and techniques;  
• Ability to present information to groups with the appropriate degree of formality. | • Prepares and delivers formal presentations to small and friendly audiences.  
• Organizes key points and supporting information for a topic as appropriate for the audience.  
• Provides a suitable level of detail using appropriate terminology.  
• Anticipates and prepares for audience questions.  
• Uses feedback on own presentations to improve. |
| Effectiveness Measurement | Working | • Ability to measure the quality and quantity of work effort for the purpose of improvement. | • Uses assigned measurements for own function or specialization. |
| Planning and Organizing | Working | • Mobilizes both time and resources to get things done. | • Creates action plans that ensure the accomplishment of responsibilities.  
• Breaks tasks into manageable steps that can be incorporated into a personal work plan.  
• Surfaces potential bottlenecks or disruptions that could potentially get in the way of keeping a schedule.  
• Monitors progress continuously and adjusts tactics for handling situations on a case by case basis.  
• Escalates concerns over competing or conflicting priorities. |
| --- | --- | --- | --- |
| Program Development & Administration | Working | • Knowledge of and ability to develop and operate a program and/or service by developing, promoting and implementing the specific goals and objectives of the program and/or service.  
• Ability to apply this knowledge appropriately to diverse settings. | • Coordinates support activities that enhance the functioning of a program.  
• Develops program materials that accurately reflect standards, policies, and services to those being served.  
• Follows relevant policies and procedures when coordinating program operations.  
• Identifies and analyzes problems currently existing in program operations.  
• Maintains the quality of services provided to program “customers”. |
| Promotion | Working | • Knowledge of organizational strategies and operations for promoting and publicizing programs, products and services on and off campus; | • Collaborates with other departments (e.g. sales) when promoting a product or service.  
• Participates in the development of promotional materials. |
### Written Communications

**Working**

- Ability to develop and implement these strategies and operations.
- Summarizes plans for the promotion of a specific product or service.
- Assists in researching local community events which create promotional opportunities.
- Coordinates day-to-day activities with a public relations agency.
- Knowledge of written communications issues and ability to produce a variety of business documents that demonstrate command of language, clarity of thought, and orderliness of presentation.
- Produces written materials relevant to own work and department.
- Edits out technical jargon when inappropriate.
- Uses organization’s guidelines for writing reports, correspondence, documentation, etc.
- Participates in the development of system or process documentation/reports.
- Welcomes and uses feedback/editing assistance.

### Position Qualifications

#### Education or Equivalency Required

A bachelor’s degree from an accredited college or university; or an equivalent combination of education and experience.

#### Required Qualifications

- Typically one to three years’ experience in implementing diversity programs in complex organizations;
- Demonstrated experience interacting effectively with colleagues from diverse social, cultural, racial and economic backgrounds, as well as promoting a diverse environment;
- Demonstrates working experience understanding the issues related to the decision-making process and analyzing situations fully and accurately to reach productive decisions;
- Demonstrates extensive experience understanding and applying effective written and verbal communications concepts, tools, and techniques; effectively transmitting, receiving, and accurately interpreting ideas, information, and needs through appropriate communications behaviors;
<table>
<thead>
<tr>
<th>Working Experience Presenting Information to Diverse Groups</th>
<th>Desirable Qualifications</th>
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<tbody>
<tr>
<td>Working experience presenting information to diverse groups with the appropriate degree of formality; knowledge of effective presentation tools and techniques;</td>
<td>Master’s degree;</td>
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<td>Working experience mobilizing both time and resources to get things done;</td>
<td>Experience with diversity programs aimed at collegiate faculty, staff, and/or student populations;</td>
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<td>Working experience developing and operating a program and/or service by developing, promoting, and implementing the specific goals and objectives of the program and/or service and applying this knowledge appropriately to diverse settings;</td>
<td>Knowledge of topics and/or concerns in the work environment and the higher education setting for staff and students from traditionally marginalized communities (e.g. underrepresented minorities, LGBTQ, veterans, and individuals with disabilities);</td>
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<td>Demonstrated proficiency in computer software applications including word processing, spreadsheet applications, database and presentation.</td>
<td>Experience in procuring external funding opportunities;</td>
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<td>Experience with planning, organizing, and executing events and coordinating resources before, during, and after an event;</td>
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<td>Working experience with organizational strategies and operations for promoting and publicizing programs, products and services on and off campus; developing and implementing these strategies and operations.</td>
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Occasional evening and weekend work is required.