



## Job Description

**Position Title: Technology and Program Coordinator**

**Emp Class: R1**

**Grade: H**

**Job Code: R2833**

**Date Posted: October 2011**

This is a regular, part-time position, 20 hours per week.

### POSITION SUMMARY

Provides administrative and technical expertise in support of the Entrepreneurial Center (EC), a program initiative of the Center for Professional Development.

KEY RESPONSIBILITIES	% OF TIME
Under the direction of the Associate Director, develops, updates, and maintains the direction of the Entrepreneurial Center's websites and all other electronic media including but not limited to, LinkedIn, Facebook, Constant Contact, e-newsletters, e-marketing, online calendar/event listings, and e-surveys. *	20%
Implements and maintains the on-line registration and payment system. Collects data on responses to electronic and print media campaigns. Works closely with Center for Professional Development's Marketing Administrator to coordinate all marketing and social media efforts. *	20%
Accurately enters, updates and maintains client and services data in the Entrepreneurial Center's database systems as required by grants and contracts including the Small Business Administration's Entrepreneurial Development Management Information System (EDMIS). Assists in compliance efforts regarding federal, state, local and agency data collection requirements and the integrity of all Entrepreneurial Center databases. *	20%
Provides technology support to Entrepreneurial Center educational programs including workshops, seminars, and courses. Performs set-up and break down of programs as requested. Provides administrative support to Entrepreneurial Center educational programs including marketing, outreach and other special projects.*	15%
Provides quality customer service to all internal and external visitors to the department. Interacts with staff, students, instructors and the general public answering questions of a routine nature. Researches information and/or routes callers to the appropriate staff as necessary.	10%
Provides reports, rosters, mailing lists and client tracking information as necessary and appropriate. Coordinates mass and targeted mailings using Entrepreneurial Center databases.	10%
Evaluates technology hardware and software needs analyzing options, recommending and integrating these options into Entrepreneurial Center operations as necessary and appropriate.	5%
Performs other related duties as assigned.	
* Indicates an "essential" job function.	

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Revised: October 2011

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### WORKING CONDITIONS

Normal office situation.

Requires travel, excluding overnight stays.

### PHYSICAL EFFORT

Typically sitting at a computer, desk or table.

Light lifting or carrying 25 lbs or less.

### KEY JOB REQUIREMENTS

<b>Formal Education:</b>	Vocational or other technical school, certification, training or apprenticeship required beyond high school.
<b>Work Experience:</b>	2 years to < 3 years.
<b>Impact of Actions:</b>	Makes recommendations or decisions which usually affect the assigned department, but may at times affect operations, services, individuals or activities of others outside of the assigned department.
<b>Complexity:</b>	Varied. Work is complex and varied and requires the selection and application of technical and detailed guidelines. Problems are not easy to identify, but are similar to those seen before. Moderate analytical ability is needed to gather and interpret data where results/answers can be found after analysis of several facts. Solutions can often be found by using methods chosen before in other situations.
<b>Decision Making:</b>	Varied. Supervisor is available on an "as-needed" basis to establish general objectives and to identify potential resources for assistance. Independent judgment is required to select and apply the most appropriate of available guidelines and procedures to achieve desired results.
<b>Internal Communication:</b>	Requires regular contact within the department and with other departments supplying or gathering factual information.
<b>External Communication:</b>	Requires occasional contact with outside agencies and the general public supplying or gathering factual information.
<b>Customer Relations:</b>	Contact with customers is electronic, over the telephone, in writing or in person for ongoing service, handling of routine transactions and providing detailed information about a selected service, product or capability.
<b>Managerial Skills:</b>	Involves no responsibility or authority for the direction of others.
<b>Knowledge &amp; Skills:</b>	Formal Technical Skills Requires extensive knowledge of a distinct trade or technical area. Knows policies and procedures and can recommend a course of action based upon these guidelines. Modifies existing methods, procedures or forms as necessary. May work with software applications.
<b>Special Skills:</b>	<b><i>The ability to work effectively with diverse groups.</i></b>

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