



Coordinator

Class Description: Under direct supervision, a Coordinator serves essential operations and support roles by providing general or clerical duties related to one or more programmatic or administrative functions for a specific department or RCEA as a whole. This position has no supervisory responsibilities. The Coordinator provides support to the daily operations of one or more departments or programs at RCEA. The Coordinator serves as the frontline customer service agent of their assigned department and/or program. This Coordinator should be outgoing, a self-starter, dependable, and able to work in a team environment or independently with limited supervision.

Summary

The Coordinator performs administrative and customer support duties including receiving and responding to inquiries from the public and outside agencies; preparing documents, correspondence and routine reports; serves as receptionist; and provides other support duties as assigned. The position requires knowledge of general office administration, business software, and the ability to communicate clearly verbally and in writing.

Essential Functions and Responsibilities

Duties are illustrative only and may vary. Other duties may be assigned.

- Serves as the first line of contact to RCEA customers via e-mail, telephone and/or in person; refers customers to appropriate staff and/or provides a variety of general information regarding RCEA's functions and services; and explains operating policies and procedures.
- Performs initial customer consultations and provides referrals to appropriate staff for follow up.
- Maintains data including databases, various documents, operational reports, and records; assists in preparing reports, analyzing databases, and presenting information to colleagues.
- Assists in maintaining RCEA customer website and outreach materials, including document preparation, spelling and data checking, and troubleshooting issues.
- Develops, organizes, maintains, and archives a variety of files and records, both hard copy and electronic.
- Purchases office supplies, merchandise, and other special items; maintains inventory.
- Prepares customer reimbursements and purchase requisitions; gathers necessary forms and documentation.
- Receives and distributes mail.
- Schedules meetings and maintains calendars for RCEA staff.
- Reserves and prepares conference rooms; prepare meeting agendas; attend meetings and take and publish meeting minutes.
- Performs customer outreach and support for RCEA events, both in-house and at outside locations.
- Builds and maintains positive working relationships with co-workers, Board of Directors, and the public using principles of good customer service.
- Support the ongoing implementation of RCEA's Racial Justice Plan and actively engage in justice, equity, diversity, and inclusion efforts within the organization.

Minimum Qualifications

Experience/Education:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Education or experience equal to an Associate's degree in a related field, or two (2) years relevant work or educational experience, or any combination thereof.

Knowledge of:

- Basic office functions, such as operation of common office equipment, email and phone communications, scheduling, and document handling.
- Business software applications, including word processing, spreadsheets, email, calendars, and web browsers.
- Basic business terminology.
- Basic mathematical functions.
- Note taking, task management, and time management approaches and tools.

Ability to:

- Learn, understand, and effectively communicate information to coworkers, customers, and/or vendors.
- Promote and maintain a customer-centric approach to job duties.
- Work effectively as part of a team.
- Handle multiple tasks simultaneously at a fast pace and within stringent time constraints.
- Understand and apply office policies and procedures.
- Exercise discretion and independent judgment when necessary.
- Read, write, and comprehend simple instructions, short correspondence, and memos.
- Read, analyze, and interpret basic accounting principles.
- Effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Working Conditions and Essential Requirements

The physical demands described here are representative of those required for the position, which may include both office-based activities and field work. Position requires sitting, walking, standing, bending, and twisting in the performance of daily activities. The position requires hand manipulation and repetitive hand movement and fine coordination in using a computer keyboard and other office equipment. The position requires near and far vision in reading reports and use of a computer. Acute hearing is required in supporting meetings and providing phone and in-person customer service. Some placements may require fine and gross motor control to place and operate diagnostic and data collection equipment in a variety of settings. Some placements may require the ability to use ladders and hand tools and to physically navigate building service spaces such as attics and crawlspaces or equivalent. The position occasionally requires lifting and/or moving objects. RCEA will make reasonable accommodation of the known physical or mental limitations of a qualified applicant with a disability upon request. Possession and continued maintenance of a valid class C California driver's license or the ability to provide alternate transportation and a safe driving record is required.

Preferred Qualifications

- Bachelor's degree in a related discipline from an accredited institution.
- Knowledge of RCEA programs.
- Prior experience working with public agencies and/or public utilities.
- Experience working with organizations involved with projects and programs in the areas of environmental and economic development.

THE REDWOOD COAST ENERGY AUTHORITY IS COMMITTED TO A DIVERSE WORKFORCE AND IS AN EQUAL OPPORTUNITY EMPLOYER. RCEA MAINTAINS AND PROMOTES A POLICY OF NONDISCRIMINATION AND NONHARASSMENT ON THE BASIS OF RACE, RELIGION, COLOR, SEX,

AGE, HANDICAP, MARITAL STATUS, SEXUAL ORIENTATION, AND NATIONAL ORIGIN OR GENETIC CHARACTERISTIC.