

Job Descriptions and Classification

Special Programs Coordinator

Division: Administration
Reports to: ILEAS Chief of Staff
Supervises: Staff and Programs as Required
FLSA Status: Non-Exempt, Hourly



Job Summary

The ideal candidate will have the ability to effectively coordinate several functions simultaneously, including, but not limited to: development, coordination and administration of computer-based training systems, communication with outside organizations, and provide support for a variety of special projects that ILEAS manages.

Job Duties

Guidance and Compliance

- Support various projects for which ILEAS is responsible to include supporting users of a variety of ILEAS services, logistical support for various projects and as a support role for ILEAS staff related to ILEAS' mission
- Bridge the gap between the technological, training and operational aspects of ILEAS.
- Coordinate the development, and implementation of computer-based training systems in concert with other Learning Management System staff
- Attend meetings and events at various locations in Illinois to facilitate those responsibilities
- Maintain comprehensive documentation and periodically report on all activities performed

Project Management

- Including curriculum design, user support, working with client agencies to develop and implement online training and to review and improve the system and its implementation.
- Plan and prepare for logistical needs in the management of grant funds for affiliated organizations, including: shipping, storage, transfers, distribution, upkeep and ownership of equipment or products.
- Performs other related duties as assigned

Communication Skills and Customer and Personal Service

- Answers phones and directs incoming calls and visitors to the appropriate party promptly and efficiently when necessary
- Ability to problem-solve and respond to requests from the public and other related agencies or organizations
- Interact with a diverse array of internal and external contacts in a professional, efficient and respectful manner
- Be the primary point of contact for ILEAS on projects specifically assigned to this position.

JOB SPECIFICATIONS

JOB REQUIREMENTS - KNOWLEDGE, SKILLS AND ABILITIES:

- Must successfully complete a background check as required by ILEAS
- Must have high level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact and diplomacy.

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- Analytical ability is required in order to gather and summarize data for reports, find solutions to various administrative problems, and prioritize work.
- Work requires continual attention to detail in the development of and the implementation of policies
- Self-organization skills that allow proper contact follow-up and continued attention to detail until problem resolution.
- High level of problem solving skills.
- Ability to establish priorities and meeting deadlines
- Excellent command of the English language and grammar, business math, and operation of basic office equipment.
- Demonstrated proficiency of MS Office; Word, Outlook, Excel. Experience with additional computer systems or the ability to learn is preferred.
- Ability to learn and successfully use ILEAS member agency and website software systems
- Ability to develop and maintain electronic and manual filing systems
- Ability to be open to change and considerable variety in the workplace
- Ability to be reliable, responsible, dependable, and to fulfill obligations
- Must have a strong attention to detail
- Must have a strong sense of honesty, integrity and ethics
- Must maintain strictest of confidence on all matters

CONTACTS

- Regular contact with ILEAS office and field staff, law enforcement professionals, private corporate executives, federal and State homeland security officials, emergency managers, and related agencies
- Must maintain dress code as determined by ILEAS policy and standards

WORK ENVIRONMENT

- Standard office setting. Work as required to complete tasks may occasionally be required to be present at meetings and activities held in locations other than ILEAS at hours beyond the normal workday.
- This position works in an office-type setting and may require maintaining physical condition necessary for sitting for prolonged periods
- Opportunities for lifting moderate to heavy objects may occur but should be completely avoided if any lifting limitations are present

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Limitations

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.