

## POSITION DESCRIPTION

POSITION TITLE: Program Coordinator

WORKSTATION: La Grande, Oregon STARTING SALARY: \$50-60k annually

**GENERAL DESCRIPTION:** Under the general direction of the Executive Director, this position carries out routine duties related to workforce development program coordination.

### ESSENTIAL DUTIES

- Coordinate improved access to WorkSource Oregon services throughout eastern Oregon.
- Facilitate group discussions to review and select technology to meet program objectives.
- Communicate and collaborate with EOWB team to provide training and information required to raise awareness of WorkSource Oregon services.
- Prepare reports to communicate progress on Local Leadership Team and committee initiatives.
- Create and maintain records on the progress of program outcomes.
- Conduct cost analysis, estimating expected costs for program components.
- Develop program execution plans, monitor data, and use data to determine areas for development.
- Act as a liaison between EOWB, WorkSource Oregon and other community partners, and eastern Oregon employers and residents.
- Perform general office tasks such as answering phones, filing, and answering general inquiries.
- Coordinate and schedule travel, meetings, and appointments across the eastern Oregon region, creating and maintaining program records.
- Interact with customers, particularly those from priority populations, via telephone, email, online chat, or in person to provide support and information to access WorkSource Oregon services and resources.
- Ensure compliance with federal, state, local, industry, contractual, and company regulations, standards, specifications, and best practices.
- Maintain knowledge of EOWB policies and procedures and perform other duties as assigned.

### DESIRED QUALIFICATIONS

- Demonstrated proficiency with technology, including Microsoft Office (Word, Excel, and Outlook), or Google (sheets, docs, forms, and slides).
- Four years of program or project coordination, management experience, or high-level customer service experience, including serving internal and external customers.
- Experience may be substituted with post-secondary education in social sciences, business, or other related disciplines.
- Experience working with customers, businesses and community organizations is preferred.

### KNOWLEDGE, SKILLS, AND ABILITIES

- Proficient in Microsoft Office Suite, Google Suite, or similar software programs.
- Effective verbal and written communication skills.
- Superior interpersonal and customer service skills, including the ability to work well as part of a team.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to prioritize tasks and meet deadlines.
- Strong analytical and problem-solving skills to find creative solutions to complex issues.
- Evidence of the practice of a high level of confidentiality.

### **WORK ENVIRONMENT**

- Primarily indoors with heating and cooling regulated in a standard office environment.
- Working remotely may be available occasionally and after sufficient training.

### **PHYSICAL DEMANDS**

- Extended periods of sitting, talking, and listening. May need to lift, bend, stoop and stretch for general business purposes such as filing or loading/unloading vehicles.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **ADDITIONAL REQUIREMENTS**

- This position requires regular traveling to conduct EOWB business. Most of the travel is during the workday and within the eastern Oregon region, with occasional overnight for training, conferences, etc. Travel expenses are reimbursed using pre-determined rates and requirements.
- This position may require the performance of other essential and marginal functions as the position evolves to align with the various funding priorities.

### **JOB RELATIONSHIPS**

- Reports to: Executive Director
- Supervisory Responsibilities: Employee supervision is not normally a function of this position.

### **PROBATIONARY PERIOD**

- Employment by EOWB is subject to a probationary period of one year, during which time the employee will be required to demonstrate their suitability for the position in which they are employed.

### **BENEFITS**

- EOWB observes all Oregon state holidays and offers employee medical, individual retirement account contributions, and paid time off.

### **TO APPLY**

- Email a résumé and cover letter to [info@eowb.org](mailto:info@eowb.org). Résumés and cover letters will be reviewed as they are received. This position will be open until filled.

EOWB is an equal opportunity employer/program. Auxiliary aids and services are available upon request.  
TTY (541) 962-0693

The Eastern Oregon Workforce Board (EOWB) is a non-profit 501(c)(3) corporation that serves as eastern Oregon's local workforce development board serving Baker, Grant, Harney, Malheur, Morrow, Umatilla, Union, and Wallowa counties. The office is in La Grande, Oregon. The majority of EOWB's funding comes from the federal Workforce Innovation and Opportunity Act (WIOA) funding and state funding through the Higher Education Coordinating Commission (HECC). All positions are dependent on continued funding.

EOWB reserves the right to modify, interpret, or apply this job description in any way the organization desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This job description is not an employment contract, implied or otherwise. The employment relationship remains "at-will." These job requirements may be subject to change to reasonably accommodate qualified disabled individuals.