

Florida State Courts System Class Specification

Class Title: Program Coordinator

Class Code: 7900

[Pay Grade 24](#)

General Description

The essential function of the position within the organization is to coordinate and direct staff and internal support activities sustaining court program of responsibility. The position is responsible for staff supervision, planning, training, program development and implementation, policy and procedure compliance, budget administration, and performing related administrative functions. The position works independently, reporting major activities through periodic meetings.

Examples of Work Performed

(Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination; monitors and tracks work of staff as required to ensure efficiency and timeliness of completion.

Oversees research and management of legal cases/files, including monitoring work flow; directs, organizes, maintains and supervises court docketing; prepares special orders as required; conducts show-cause hearings, types reset orders, re-evaluates files for no-shows and calendars files; meets with lawyers and the public as required.

Plans, develops and drafts program materials, such as staff training materials, procedural checklists and protocols, or information sheets and notices for the general public.

Assists in developing, drafting and implementing operational policies and procedures to enhance program operations; ensures compliance by staff with applicable rules, statutes, policy and procedures; interprets policy for staff as required.

Provides information on case status and procedures, handles requests for non-probate information, and resolves complaints; reviews computer reports and case files as required and reviews ex parte letters sent to judges.

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Works with Clerk of Court to ensure accuracy of court records and timely documentation of information; develops and analyzes reports and documentation of court proceedings periodically.

Oversees and monitors activities of 'walk-in' services offered to the public and pro se litigants; coordinates, develops/drafts written materials for, and conducts free legal clinics; coordinates community efforts, resources and training for programs of responsibility.

Provides continuing in-service training for staff on relevant law issues, program policy and court procedures and processes.

Identifies issues and problems involving the area of responsibility and makes recommendations for resolution; reviews post-judgment filings and orders and re-assigns cases to appropriate division's as outlined in administrative orders.

Gathers and analyzes information/data or oversees compilation of data to support periodic and special reports documenting activities for the area of responsibility.

Performs administrative tasks, such as reviewing and organizing calendars and processing files, administering budgets, preparing correspondence or preparing periodic employee performance evaluations.

Attends and/or conducts staff, committee or other professional meetings to exchange information; establishes and maintains working relationships with other court personnel and the community; attends technical or professional workshops or seminars to improve professional skills.

Competencies

Data Responsibility:

Refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Synthesizes or integrates analysis of data or information to discover facts or develop knowledge or interpretations.

Conducts research to discover new methodologies or to find solutions for unresolved problems.

People Responsibility:

Refers to individuals who have contact with or are influenced by the position.

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Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

Assets Responsibility:

Refers to the responsibility for achieving economies or preventing loss within the organization.

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management or handling of supplies of high value or moderate amounts of money.

Mathematical Requirements:

Deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

Communications Requirements:

Involves the ability to read, write, and speak.

Reads scientific and technical journals, abstracts, financial reports, and legal documents; writes complex articles and reports; makes presentations to professional groups.

Complexity of Work:

Addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.

Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

Impact of Decisions:

Refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.

The impact of errors is moderately serious- affects work unit and other units.

Equipment Usage:

Refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.

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Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, peripherals, or software programs, such as word processing or spreadsheets.

Safety of Others:

Refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

Education and Experience Guidelines

Education:

Refers to job specific training and education that is recommended for entry into the position. Additional relevant experience may substitute for the recommended educational level on a year-for-year basis.

Bachelor's degree in business administration, criminology, social work, law or a closely related social science field.

Experience:

Refers to the amount of related work experience that is recommended for entry into the position that would result in reasonable expectation that the person can perform the required tasks. Additional relevant education may substitute for the recommended experience on a year-for-year basis, excluding supervisory experience.

Four years of related experience and two years of supervisory experience. Juris doctorate may substitute for three years of required experience excluding supervisory experience.

Licenses, Certifications, and Registrations Required:

Refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

None