



Job Description – Program Coordinator, School Zone Safety

Full-time, Monday to Friday

SUMMARY

The School Zone Safety Program Coordinator will work under the supervision of the Senior Program Manager & Chief Executive Officer and contributes to the overall success of the organization by effectively coordinating and administering various School Zone Safety Programs.

The Program Coordinator will undertake a variety of administrative, scheduling and program management tasks supporting the Ottawa Safety Councils Adult Crossing Guard, WalkSafe and CycleSafe programs, with their time split between those programs.

In their role, they will dedicate fifty percent of their time to work closely with the Adult Crossing Guard / Walking School Bus Program Coordinator to facilitate the effective scheduling of the abundant daily shifts that exist, with the remainder of their time spent dedicated to planning, organizing and scheduling WalkSafe and CycleSafe presentations.

The Program Coordinator will carry out important operational duties related to supervising presenters, tracking time and attendance, maintaining program equipment inventories and budgets, as well as implementing systems to streamline operations and track customer satisfaction on an ongoing basis. The Program Coordinator is also responsible for the outreach and promotion of the WalkSafe and CycleSafe programs within elementary schools, the community at large and with various stakeholders that benefit from the Ottawa Safety Councils programs.

CORE COMPETENCIES

- Technology savvy
- Organizational Skills
- Communication & Customer Service
- Problem Solving & Logistics
- Team work
- Time management
- Adaptability / flexibility
- Creative and innovative thinking
- Decision making and judgement
- Risk management
- Accountability, Ethics and integrity
- Engagement



JOB DUTIES

Adult Crossing Guard Program Responsibilities

- Time-keeping and scheduling: receiving, tracking and filling leave requests, including last minute/same day time off requests, longer term leave and vacated positions
- Track, prepare and submit reports regarding vacancies, time and attendance
- Work with the payroll unit to ensure appropriate employee compensation
- Anticipate future hiring needs and determine staffing trends in order to assist with implementing sustainable staffing strategy
- Work closely with the Recruiter and HR/Office Manager to fill vacancies
- Create on-site training schedules for new hires
- Maintain master shift schedule and active employee lists
- Track and maintain employee status, team assignments, shift schedule and time
- Track and process employee terminations/resignations
- Assist employees with questions, issues, concerns or direct them to appropriate department
- Identify and inform Senior Management of employee disciplinary issues
- Maintain incident tracking and inform Senior Management of serious and/or on job incidents
- Track and maintain program equipment inventories

WalkSafe / CycleSafe Program Responsibilities

- Planning and coordination of the program and its activities which includes: outreach and promotion, presentation bookings and presenter scheduling and stakeholder communications
- Train, onboard and provide ongoing support to WalkSafe/CycleSafe presenters
- Safeguard program content and delivery quality; Analyze, track and evaluate the effectiveness of the program, ensuring all program content is fresh and engaging
- Support program growth and development
- Create and implement new and innovative program content and delivery methods
- Track and report on program metrics
- Drive program participation by managing relationships with customers & partner organizations
- Maintain and update program equipment and supporting materials including digital content
- Address inquiries, questions or concerns from customers/clients
- Identify and inform Senior Management of employee disciplinary issues or serious incidents
- Ensure implementation of policies and procedures
- Maintain budget and track expenditures/transactions
- Keep updated records and create reports or proposals



REQUIREMENTS

- Bilingual preferred, English essential
- Must hold a valid driver's license, maintain a clean record and have a reliable vehicle
- Proven experience as a senior administrator, program coordinator or relevant position
- Ability to work and stay calm under pressure and prioritize tasks
- Ability to work with diverse and multi-disciplinary teams
- Strong written and verbal skills to communicate with all levels of the organization
- Strong computer essential skills with knowledge of Microsoft Office products
- Meticulous records maintenance skills.

ASSETS

- Knowledge of scheduling, time and attendance tracking software (i.e. Shiftboard)
- Knowledge of client management/database management software
- Knowledge of program strategy, development, implementation, management and evaluation
- Knowledge of budgeting, bookkeeping and reporting

WORKING CONDITIONS

- Able to occasionally lift items as heavy as 50 lbs.
- Manual dexterity required to use desktop computer and peripherals
- Local travel is required
- May require occasional weekend or evening work
- Mandatory availability Monday to Friday, 8:30 - 4:30