



## Program Coordinator - (Youth & Teens)

College Of Lake County

**Contact Name:** asdfa gfdgf  
**Contact E-mail:** maria@ilipra.org  
**Contact Phone:** 555-121-2555  
**Closing Date:**  
**Salary:** \$18.00-\$22.00/Hour

### Description:

- **Worker Traits:** Demonstration of enthusiasm, strong interpersonal skills, communication skills, and the ability to work effectively with people with disabilities, SEASPAR staff, SEASPAR member entity staff, parents/guardians, participants, and community groups, as well as members of the general public.
- **Safety and Security:** Use good safety awareness, judgment and follow policies; report potentially unsafe conditions; use equipment following manufacturer safety instructions; and follow agency ergonomic policies and procedures.
- **Problem Solving:** Identify and resolve problems in a timely manner; gather and analyze information skillfully, develop alternative solutions; work well in group problem solving situations; use reason even when dealing with emotional topics.
- **Customer Service:** Manage difficult or emotional patron situations; respond promptly to patron needs; solicit patron feedback to improve service; and respond to requests for service and assistance.
- **Interpersonal Skills:** Focus on solving conflict, not blaming; maintain confidentiality; listen to others without interrupting; keep emotions under control; remain open to others' ideas; and try new things.
- **Oral Communication:** Speak clearly and persuasively in positive or negative situations; listen and get clarification; respond well to questions; and participate in meetings.
- **Written Communication:** Write clearly and informatively; edit work for spelling and grammar; be able to interpret written information; and present clear, legible handwriting.
- **Quality Management:** Look for ways to improve and promote quality; and demonstrate accuracy and thoroughness.
- **Judgment:** Display willingness to make decisions; exhibit sound and accurate judgment; support and explain reasoning for decisions; and include appropriate people in decision making process.
- **Planning/Organizing:** Prioritize and plan work activities and use time efficiently.
- **Professionalism:** Approach others in a tactful manner; react well under pressure; treat others with respect and consideration regardless of their status or position; accept responsibility for own actions; follow through on commitments.
- **Adaptability:** Adapt to changes in the work environment; manage competing demands; change approach or method as necessary; deal with frequent changes, delays, or unexpected events.

- **Attendance/Punctuality:** Demonstrate consistent attendance and on time arrival; ensure responsibilities are covered when absent; arrive at meetings and appointments on time.
- **Dependability:** Follow instructions; respond to management direction; take responsibility for own actions; keep commitments; commit to long hours of work when necessary; and complete tasks on time.
- **Language Skills:** Read and interpret documents such as safety rules, operating and maintenance instruction and procedure manuals; write correspondences as necessary; and speak effectively to patrons, coworkers, and supervisors.
- **Reasoning Ability:** Apply common sense understanding to carry out detailed written or oral instructions. Solve problems involving a few concrete variables in standardized situations.