

**Program Coordinator - LIEAP**  
Western States Learning Corporation d/b/a  
**Align**

An exempt full-time position, the Program Coordinator administers contract specific operational functions. Maintains client confidence in Align and protects client/customer operations by keeping information confidential. Performs high level corporate and client-centered functions with minimal supervision.

**Responsibilities include:**

- Manage client contract relationships, including fulfilling contract requirements and facilitating processes and communication among contract stakeholders.
- Develop and maintain collaborative relationships with all stakeholders, including clients, customers, vendors, board members, association members, sponsors, management and peers.
- Coordinate with Align employees to design and implement effective and efficient processes for clients and resolve procedural and scheduling matters as they arise.
- Compile information for reports, billing, correspondence, policies, step action and job aids.
- Maintain effective communication and positive public relations among personnel, customers and clients.
- Perform data entry, conversion, enhancements, testing for various software systems.
- Attain and maintain superior knowledge of relevant regulations, as well as Align operational procedures.
- Assist with oversight and management of assigned contract budget.
- Provide training and technical assistance according to client contract.
- Fulfill specific responsibilities according to client contract assignment (*see Client Specific Responsibilities*).

**Low Income Energy Assistance Program (LIEAP)**

- Effectively communicate with State and software vendors and seek opportunities to improve processes and systems to better serve clients.
- Ensure systems and processes are functioning correctly; problem-solve as issues arise.
- Coordinate and provide training, disseminate information and provide technical assistance to State of Wyoming employees, Program Manager, fuel providers that serve Wyoming, entities that serve the same population, and Align and temporary employees.
- Provide supervision and communication with temporary agency and temporary employees.
- Assist with the oversight and management of the budget.
- Build relationships with fuel suppliers, State of Wyoming employees and seek out opportunities for partnerships with entities that serve the same population.
- Coordinate the Newsletter and disseminate information to fuel suppliers, State of Wyoming employees and entities that serve the same population.

December 2018

\*This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents may be required to follow any other instructions, and to perform any other related duties, as may be required.

***\*\*Additional responsibilities may be added as business needs change.***

**Organizational Relationships:**

This position reports to a member of the leadership team and may receive direction from any member of the leadership team. No supervision of other employees. Interfaces daily with management and employees. Supports corporate values by demonstrating high regard for clients, the communities we serve and the internal team.

**External Relationships:**

First contact for Align clients, customers and business partners. Represents the corporation in the community and promotes the corporation's goodwill interest in community activities.

**Position Qualifications:**

- Bachelor's degree strongly preferred; high school diploma or GED required.
- Experience in program and project management, including the ability to effectively coordinate people and processes.
- Critical thinking skills as well as excellent interpersonal and communication skills with the ability to express ideas clearly, orally and in writing.
- Ability to plan and conduct effective meetings.
- Ability to contribute to and work within a team environment.
- Advanced computer usage/skills, including Excel, Word and PowerPoint, as well as database experience.
- Ability to travel within and outside of the state.

**Material and Equipment Directly Used:**

Scanner, miscellaneous printers, postal equipment, calculator, copy machine, telephone, computer, keyboard, various legal documents, various software.

**Physical Demands:**

An open office environment with comfortable surroundings. While performing the duties of this job, employees are regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle, feel or operate standard office equipment, and reach with hands and arms. Employees are frequently required to stand and walk and lift up to ten pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Must have a valid driver's license and ability to travel.

**Salary range:** \$35,000 to \$54,000 annually

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