

COOK INLET TRIBAL COUNCIL, INC.

Job Title: Department Programs Coordinator

Department: Youth Education

Reports To: Operations Manager

Supervises: None

FLSA Status: Non-Exempt

Pay Grade: N4

Job Type: Regular, Full-Time

AKBCU: No **ICPA:** Yes

General Functions:

The Department Programs Coordinator serves as the primary point of contact for the Youth Education department application intake process across all programs, including in-school and afterschool programs and camps. This position conducts eligibility meetings with participants and provides comprehensive assistance throughout the enrollment process to ensure seamless program access for Alaska Native and American Indian youth and families. Working in partnership with our people, the Department Programs Coordinator develops opportunities that fulfill our endless potential by facilitating program enrollment, managing application systems, and supporting data collection efforts that enhance program effectiveness. The role requires strong organizational skills, database proficiency, and commitment to maintaining confidentiality that aligns with CITC's mission and values.

Duties and Responsibilities:

- Maintain comprehensive awareness and knowledge of CITC Youth Education programs while providing information and addressing typical participant inquiries.
- Meet with participants to determine eligibility and provide comprehensive assistance with the application process for various Youth Education programs.
- Respond to participant inquiries and provide assistance through the MYCITC system, and the department's master email system to ensure prompt and timely communication and support for families.
- Maintain regular contact with participants and families to ensure ongoing engagement and address potential barriers to participation.
- Manage and maintain multiple online systems including SmartSheets, Jotforms, and Apricot to ensure accurate data collection and timely entry of participant information.

- Collaborate with Denelchin program leaders, and coordinators to support enrollment tracking, reporting, compliance and evaluation requirements.
- Collaborate with Denelchin Lab Department Outreach Coordinator to coordinate participant enrollment processes across department programs and events, including outreach events, family events, camps and in-service days.
- Maintain strict confidentiality according to regulations, policies, and procedures while handling sensitive participant information.
- Perform all related duties as needed and assigned.

Job Specifications:

- Excellent interpersonal skills with ability to work effectively with diverse groups of people with varying needs and backgrounds.
- Exceptional verbal and written communication skills with ability to convey complex program information clearly and professionally.
- Strong organizational and problem-solving skills with ability to prioritize workload and adapt to changing priorities effectively.
- Demonstrated ability to manage multiple projects simultaneously while meeting deadlines and maintaining quality standards.
- Proven ability to work independently with minimal supervision while exercising sound judgment and making appropriate decisions.
- Advanced proficiency with database systems including SmartSheets, Apricot, and Jotforms for data management and reporting.
- Proficient with Microsoft Office Suite, Adobe, and other business software applications for document preparation and communication.
- High degree of sensitivity regarding confidential information with commitment to maintaining participant privacy and data security.
- Demonstrated knowledge and understanding of the social, health, educational, training, and cultural needs of the Alaska Native and American Indian community.

Minimum Core Competencies:

CITC Values, Respectful Leadership, Professionalism, Emotional Intelligence, Problem Solving/Critical Thinking, Communication Skills.

Minimum Qualifications:

- Continued employment is contingent upon completion of satisfactory state and federal fingerprint criminal background check.
- Associate's degree in Business Administration, Education, Data Management, or related field. Relevant work experience may substitute for education requirement on a year-for-year basis.
- One (1) year of experience working with electronic database systems, administrative support, program coordination, or operations management.
- Knowledge and understanding of the social, educational, training, and cultural needs of the Alaska Native and American Indian community.

Preferred Qualifications:

- Bachelor's degree in Business, Education, or related field. Relevant work experience may substitute for education requirement on a year-for-year basis.
- Experience working with Alaska Native and American Indian youth and families in educational or social service settings.
- Valid Alaska driver's license and insurable under CITC's automotive insurance, which requires a driver to be at least 21 years of age and have had a driver's license for at least three years.
- Experience with data management systems and program coordination in nonprofit or educational environments.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- May require prolonged periods of sitting at a desk and consistently working on a computer with repetitive motion.
- The need to occasionally move around the office to access filing cabinets, storage cabinets, and office equipment may be necessary.
- Must be able to lift up to 25 pounds occasionally by utilizing proper lifting techniques and working in a safe manner.

Disclaimer

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.