Job Title: Horizons Program Coordinator

Status: [ ]  Part Time [x]  Full Time

Classification: Specialist 2\*

FLSA Status: [x]  Salary Exempt [ ]  Hourly Non Exempt

Department/Division: Technical Training

Reports To: Horizons Program Supervisor

*Summary*

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| Purpose: *The Program Coordinator is responsible for program operations to ensure the client support is operating effectively, efficiently and in accordance to the Program’s policies and procedures. The position is based in Norman, OK.*Scope: *Responsibilities apply to the course training portion of the Chevron Horizons Program. Some activities will require other JMC Training department involvement; although it is the responsibility of the Program Coordinator to monitor these activities so they are compliant with the Program’s Operating procedures.*  |

*Duties*

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| Typical/Essential Duties:* Organize course logistics for all Horizons courses. This includes such things as, venue and shipping coordination, verifying participant numbers, and Instructor travel, and lodging arrangements.
* Process VISAs for Horizons courses as needed
* Create necessary Instructor Purchase Requisitions for all training and project work for the program
	+ Submit training Purchase Requisitions to instructors 90 days before the course.
* Responsible for creating Proposed Service Orders (PSO’s) and sending them to the client for approval for all training courses
* Fill out Training Pre-Invoicing Form with billing information for Accounting Representative to use when creating invoices.
* Interact with Chevron personnel as required to execute the assigned responsibilities
* Maintain current listings of key contacts and venue information for all venues
* Develop, maintain and distribute current program schedule
* Interface with Instructor Resourcing Department to ensure each course is resourced sufficiently
	+ Input information into database (TMS)
	+ Input information into Salesforce
	+ Create and distribute Horizons Course Bulletins
* Report any Instructor schedule changes, gaps in resources (courses with no instructor assigned) and participant number changes
* Confirm data is complete and accurate on PetroSkills Internal Website
	+ Scan Horizons evaluations in a timely manner
* Maintain and monitor the following Scorecards:
	+ Schedule
	+ Horizons Course Delivery Evaluations
	+ Invoices
	+ Shipping
	+ Program Performance (Instructors submit)
* Run reports as needed
	+ Weekly Progress Reports
* Responsible for organizing all program meetings (Instructor, Internal, and Joint meetings), as well as the following duties related to meetings:
	+ Record and distribute Action Items, Issues and Decisions in the ADAIRO (meeting management system). Follow-up with Action Item owners to ensure completion.
	+ Collect agenda items for the instructor quarterly meeting and input them into the ADAIRO
	+ Send out reminders before each meeting
	+ Set up call and web conference
	+ Record and/or transcribe meeting notes for distribution
	+ Aid in any workshops or client/instructor meetings as directed

Periodic Duties:* Provide administrative support to non-Horizons projects as agreed upon with the Sales department.
* Maintain and monitor Risk Register
	+ Report on progress of mitigation plans versus schedule
	+ Update the Risks Register as new risks and opportunities are identified
	+ Notify the Program Director of any significant risks where the agreed mitigation plans are being implemented effectively
* Aide in the development of policies and procedures, and ensure Program Operating Manual is up-to-date
* Focal point for implementation of Program Emergency Response Plans (ERP)
	+ Ensure that Program ERP is accurate and up-to-date
	+ In the event of an emergency, coordinate with instructor(s) and Chevron personnel all pertinent information for contingency plan
	+ Contact instructors if the venue is shut down due to an emergency
	+ Be available 24/hrs a day for any program emergencies that may arise (2nd point of contact).
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*Competencies*

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| Required | Preferred |
| Integrity & Trust* Can present the unvarnished truth in an appropriate manner
* Keeps Confidences, Promises, & Commitments

Customer Centric Focus* Seeks Customer Feedback & Uses for Improvement
* Dedicated to Exceeding the Expectations of Internal & External Customers
* Seeks to Gain Acceptance for Solutions
* Can Win Concessions w/out Damaging Relationships
* Can adjust Communication based on Cultural Differences

Initiative* Seizes opportunities when they arise
* Achieves goals beyond job requirements

Results Oriented* Consistently Maintains High Levels of Activity/ Productivity
* Pushes Self & Others for Results

Adaptability/Flexibility* Is Adaptable
* Can Use Different Skills Depending Upon the Situation
* Adapts Well to Changes in priorities

Problem Solving Skills* Looks Beyond the Obvious & Doesn’t Stop at the 1st Answer
* Probes Multiple Sources for Answers
* Uses rigorous logic & methods to solve difficult problems with effective solutions

Time Management* Uses Time Effectively & Efficiently
* Displays Sense of Urgency

Decision Making Skills* Is Able to Make Quick Decisions
* Makes Sound Decisions, based on the Information & Objectives at that Time.

Organizational Skills* Can Orchestrate Multiple Activities at Once to Accomplish Goals
* Can Marshal Resources (people, funding, material, support) to get things done
* Roadblocks
* Accurately Scopes Out Length & Difficulty of Task/Projects
* Anticipates & Adjusts for Problems &

**Functional Computer Skills*** Is able to use systems & software to complete job
* MS Word & MS Excel
 | Leadership* Demonstrate leadership skills within a team environment
* Act as a role model
* Maintain organizational discipline
* Demonstrate responsibility, trustworthiness, action-orientation in difficult situations

**Influencing Skills/Negotiations*** Can Win Concessions without Damaging Relationships
* Gains Trust Quickly
* Displays a Good Sense of Timing

Motivating Others* Invites input from others
* Shares ownership & visibility
* Motivates others by assessing their hot buttons

**Teamwork*** Shares wins and successes
* Fosters open dialogue
* Creates a feeling of belonging in the team

Conflict Resolution* Reads situations quickly
* Faces conflict as opportunity
* Uses appropriate interpersonal style to reduce tension
* Builds constructive relationships with all kinds of personalities
* Seeks common ground & gains cooperation
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*Education*

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| Required | Preferred |
| High School Diploma or GED | BS or BA in Business or Project Management |

*Experience*

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| Required | Preferred |
| * 5-7 years of relevant work experience with demonstrated capability to manage heavy workloads with one or more of the following:
	+ Project Coordination
	+ Program Coordination
	+ Other Relevant Experience
* Prior customer service experience
 | * Knowledge of Project Management Fundamentals
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*Equipment- Internal Control*

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| Required | Preferred |
| Laptop with Standard Software Package TMSSalesforceObject AccountingEvaluation/TMS Scanner |  |

*Working Conditions*

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| Usual | Special |
| * Adequate office with privacy consistent with security sensitivities
 | * May require periodic travel
* Will require ability to communicate 24/7
* Flexibility to work outside of the typical office hours is sometime required based on the needs of the business.
* While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to adjust focus.
* The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
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*Supervision*

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| Received | Given |
| Horizons Program Supervisor  | None |

*Security Sensitive*

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| High Level – Background & Credit Check required |

*Special Notes*

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| \*May Hire One Classification Up or Down based on Experience |