

California State University, Fresno Foundation

PROGRAM COORDINATOR – BAY AREA ACADEMY

JOB ANNOUNCEMENT #26-841

POSITION SUMMARY:	Full-time, benefited position with the Bay Area Academy through the California State University, Fresno Foundation. The Bay Area Academy (BAA) is a program of the College of Health and Human Services, Department of Social Work Education at California State University Fresno. The California State University Fresno Foundation provides employment and fiscal oversight for the Bay Area Academy. The BAA provides classroom training, coaching and organizational support to child welfare staff and other IVE eligible agencies in twelve (12) Bay Area counties. The Program Coordinator will provide coordination of all deliverables and reporting measures for all assigned contracts within the Bay Area Academy. This position reports to the Program Operations Manager and supports all Workforce Development Specialist to manage, track and analyze all contract deliverables and outcomes. This position will additionally manage all internal communications for BAA including but not limited to initiating, editing and tracking policy and procedural changes within program operations. This position will run reports and create all quarterly reports and annual reports for all stakeholders. This position follows a hybrid schedule, with work performed remotely and at the Bay Area Academy's Central Office in Berkeley, California.
ESSENTIAL JOB FUNCTIONS:	Under the general direction of the Program Operations Manager, the typical duties of the Program Coordinator include, but are not limited to, the following: • Coordinate and schedule Independent Contractors (IC), locations and dates to ensure assigned training deliverables are met. • Use and adapt to various cloud-based platforms to track all training deliverables including: entering, tracking, maintaining, monitoring for errors and inconsistencies, and entering and creating training and event sessions. ◦ May provide support to BAA staff on the functionalities of various platforms. • Generate Trainer Agreement Confirmation Letters for all classroom trainings, events, and field-based training deliverables, ensuring accuracy of the terms and rates, revise or cancel agreements as needed; Send annual training rate communication to ICs. • Track Service Agreements in training management system; track and input service logs for confirmation letters and service agreements to ensure deliverables are met. • Coordinate and schedule no-cost room locations and reservations for assigned trainings. • Create systems to regularly collect and enter, meeting attendance or Participant Satisfaction Survey (PSS), information from BAA staff to streamline the reporting process to meet contractual requirements. • Create, edit, update and track internal policy and procedural changes to various guides and documents used by BAA staff. • Coordinate and manage the collection of data for all quarterly and annual reports. • Prepare quarterly and annual contract reports, ensuring consistency and accuracy, to meet prescribed deadlines. • Maintain regular verbal and written communication with trainers, County Staff, and BAA Staff relating to training delivery and support; create and distribute documents as needed to support training delivery resources. • Collaborate with BAA staff to ensure quality delivery of training events; oversee coordination of trainings; make changes and updates as needed. • Update cloud-based platform as new courses are added or changed; communicate with BAA staff via email regarding the changes. • Update Course Catalog when new courses are added using existing naming convention.

	• Generate and update executive summaries for each course offered; summaries are provided to BAA staff to distribute as needed. • Attend, facilitate, and take notes, as needed, for various BAA staff meetings and other meetings as assigned by the Program Operations Manager. • Maintain trainer list on training management system. • Complete other duties as assigned. Varying duties and responsibilities dependent on contract needs: • Track and monitor Continuing Education Units (CEU) requests; communicate with BAA staff about CEU process; generate and send CEU certificates to trainees upon completion; and create CEU packets for each individual class for final review and submission. • Regularly communicate and liaise with Child Welfare Digital Services System Support as changes are made to the State's Child Welfare Services Case Management System (CWS/CMS) to ensure updated version is provided to all trainers, county staff development and trainees. • Serve as point person for specific web-based trainings, such as SafeMeasures; send requests to SafeMeasures support before all trainings.
POSITION REQUIREMENTS:	<i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i> Required: • Bachelor's degree from a four (4) year college or university; or completion of a high school diploma and two (2) years support experience in a similar coordination role; or equivalent combination of education and experience. • At least one (1) year related experience • Ability to work in a fast paced high volume environment • Proven experience and skill in project management • Demonstrated ability to in a team-based environment and to work collaboratively with other professionals • Ability to coordinate work within a team to complete assigned projects • Experience in developing business process systems to meet operational and contractual demands • Demonstrates professional writing with the ability to edit and synthesize material from other staff • Fluent in computer skills, including spreadsheets, word-processing and database applications i.e., Microsoft Word, Excel, PowerPoint, Access, Outlook, Adobe Acrobat, publishing applications, and web-based database and learning management systems. • Ability to employ basic data analysis methods (ex: mean, median, mode) • Proficient in team based internal communication and demonstrates high standards in customer service in external communication, i.e. friendly and professional. Examples include: BAA team, state and county social services, independent contractors, vendors and other constituents. • Ability to work independently with minimal supervision • Ability to maintain confidentiality as appropriate when dealing with staff training issues. • Ability to travel within the twelve (12) Bay Area Counties • Reliable vehicle and insurance due to frequent travel to training and BAA area county sites, as well as a valid driver's license with a driving record in good standing. Preferred: • Two (2) years related experience • Social Services background • Training experience in social services or education setting

COMPENSATION:	\$5,583 - \$5,833 per month (\$66,996 - \$69,996 annually). Salary will be commensurate and competitive with experience and qualifications. Benefits include health, dental, vision, life and 401(k), vacation, sick leave, and holiday pay.
DEADLINE:	Application review begins <u>October 14, 2026</u> . Position will remain open until filled.
TO APPLY:	Please visit the Auxiliary Human Resources page at https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html for job announcement and application. E-mail completed application & resume to: auxiliary-hr@mail.fresnostate.edu

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>
Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.

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