

JOB DESCRIPTION

Job Title: Coordinator, ActVnet Sales (9954)

Job Summary:

Under the direction of the program administrator and/or designee, develop and conduct presentations to promote the ActVnet school safety software system to diverse audiences. This position will also be responsible for driving sales, providing ongoing customer service, and ensuring customer satisfaction.

Essential Duties:

- Prepare and conduct informational presentations on the ActVnet program and other services provided by the school safety program.
- Work directly with district superintendents and assigned project staff to set and understand project expectations, deliverables, and timelines.
- Analyze school sites and project locations and prepare recommendations for camera placements.
- Collect appropriate signage from distributor, deliver to school sites and project locations, and perform a thorough audit to ensure all signs are placed appropriately.
- Ensure site designees receive and understand the protocol for sign placement and report any signage issues to the Asset Accumulation Department.
- Perform bi-monthly audits of districts and first responding agencies to follow-up on expectations and ensure appropriate use of program.
- Report concerns of non-use of program to department administrators and coordinate follow-up / additional training, as needed.
- Ensure customer satisfaction with the program by continuously communicating with project staff and collecting applicable data for review.
- Prepare reports, surveys, and responses, as requested.
- Analyze customer data to make recommendations on improving internal processes and ensuring compliance with applicable laws.
- Work with Administrator and other staff to ensure accuracy and adherence to the scope of work and timelines for each project.
- Assist with ensuring compliance with local, state, and federal regulations.
- May assist with writing and managing grants to secure project funding.
- Perform other related duties, as assigned.

Responsibilities: working independently and following standardized practices and regulations; supervising staff and overseeing an assigned work area. Utilization of resources from other work units may be required to perform the job's functions. There is some opportunity to impact the Organization's services. The usual and customary methods of performing the job's functions requires the following physical demands: some lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally, the job requires 70% sitting, 20% walking and 10% standing. The job is performed under minimal temperature variations.

Skills, Knowledge and/or Abilities Required:

Skills to:

- define problems, research, and collect information, establish facts, and develop appropriate conclusions;
- apply and interpret data, facts, procedures, and policies;
- organize work, set priorities, and meet established deadlines in a dynamic work setting;
- prepare and present program information to diverse audiences;
- follow complex verbal and written instructions;
- maintain confidentiality of information;
- communicate effectively orally and in writing;
- appropriate use of English word usage, spelling, grammar, syntax and punctuation;
- operate a computer and assigned software programs.

Knowledge of:

- current laws and regulations pertaining to school safety programs and protocols;
- customer service and support techniques and strategies to ensure customer satisfaction;
- modern office procedures and equipment;

- research techniques, strategies, and procedures;
- proper English grammar, punctuation, and sentence structure.
- TCOE mission, vision, value statements, standards, policies and procedures, operating instructions, confidentiality standards, and the code of ethical behavior.

Ability to:

- promote and ensure product sales;
- manage multiple projects and deadlines simultaneously;
- work and communicate effectively with people of various education and socioeconomic backgrounds;
- establish and maintain effective working relationships with employees, shareholders, and the public;
- conduct presentations for both small and large groups;
- communicate effectively, both verbally and in writing, with staff and other professionals;
- travel to various locations within and outside of the county, using personal vehicle, if necessary.

Experience Required:

- Five years of experience in product sales and customer service.
- Some experience in school safety programs is preferred.

Education Required:

- Associate degree in business or a related field is required.
- Bachelor degree is preferred.

Other Requirements:

- Valid California driver's license and proof of automobile insurance;
- Department of Justice and FBI Fingerprint Response (upon hire).

FLSA Status: Exempt

June 2024

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office. This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office. This organization is a Drug and Tobacco - Free Workplace. This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.