

PROGRAM COORDINATOR (ENVIRONMENTAL LABS CLIENT SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Chief of Environmental Laboratory Services, an incumbent of this class is responsible for coordinating and integrating all laboratory activities related to marketing and customer service. The incumbent is responsible for developing and implementing a comprehensive marketing plan to promote the Department of Labs and Research. Additionally, an incumbent researches regulatory trends to develop strategic plans to respond to client service needs and to maximize the use of department facilities. This position may work closely with advertising agencies and media outlets. Supervision is exercised over professional, technical and clerical laboratory staff and the processes involved in receiving samples, sample analysis, and reporting results. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises and coordinates client relationships, sample receiving and laboratory information systems personnel and develops specialized packages to meet the needs of clients within the capabilities of the laboratory;

Researches federal and state regulations to identify and respond to client analytical needs;

Designs, develops and implements marketing materials and strategies to aggressively seek new clients and to promote services offered by the Department of Labs and Research and to see new bid packages and grants;

Coordinates client contracts with QA/QC officer and individual laboratory supervisors to assure the performance of requested services within an appropriate time frame, overseeing the quality of the work and conformance to standards;

Assembles quotation packages for testing service customers;

Assembles quotation packages for NYDEC and EPA bids for analytical services;

Investigates problems and issues related to client samples and data packages and works to resolve issues; records and investigates customer complaints with pertinent laboratory personnel;

Generates and coordinates monthly customer billing and/or invoices;

Prepares grant applications, contracts, and bids;

Maintains client database;

Supervises, oversees, schedules and coordinates sample collection, sample receiving and sample courier services and coordinates the analyses and delivery of results with clients and laboratory personnel;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software, including Access and Crystal report writers, in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of the principles, techniques and applications of Environmental Bacteriology and Chemistry (organic and inorganic); thorough knowledge of current and approved environmental laboratory operations including methods, procedures and equipment; thorough knowledge of marketing techniques and business management; good knowledge of the techniques of preparing, producing and disseminating information; knowledge of preparing NYS DEC and EPA contract bid responses; ability to effectively use presentation software for the purposes of making formal presentations; ability to prepare contract agreements and grant applications; ability to negotiate contract terms and agreements; ability to establish and maintain effective relationships with clients and lab personnel; ability to supervise professional, technical and clerical staff; ability to communicate effectively, both orally and in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; sound professional judgment; initiative; resourcefulness; tact; creativity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* in chemistry, chemical engineering, a biological science or closely related field and four years of technical laboratory experience in an environmental laboratory which included or was supplemented by two years experience in customer service, public relations, advertising or marketing.

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Master's Degree* in Marketing or Public or Business Administration may be substituted on a year for year basis for up to two years of the customer service, public relations, advertising or marketing experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.