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## Position Description

## Training and Education Coordinator

## Supervised by: Director of Training & Operations

## Location: Home Office

Status: Full-time/Exempt

**Purpose:** The training and education coordinator serves as the lead staff member for the Community HealthCare Association of the Dakotas (CHAD) to coordinate and manage events, trainings, and meetings and assist with internal operations and special projects. This position enhances CHAD’s ability to support health centers and other health care partners to expand access to quality health care for all people, especially those in rural areas and medically underserved populations.

**General Description:** Under the supervision of the director of training & operations, and per CHAD policies and procedures, this position is responsible for coordinating and managing CHAD events, trainings, and workshops. In addition, the training and education coordinator will assist in event management with CHAD’s partners and support internal operations and special projects.

**Essential Duties & Responsibilities:**

* Responsible for managing all CHAD trainings and event planning and preparations such as calendars, timelines, deadlines, budgets, CEUs, contracts, event progress reports, speakers, trainers, and vendors/sponsors.
* Coordinate with CHAD staff to set up and manage program-specific virtual trainings, webinars, meetings, and face-to-face events.
* Manage, run, and be the superuser for all program-specific virtual trainings, events, and evaluation platforms such as Zoom, GoToWebinar, and Survey Monkey.
* Attend virtual trainings to run breakout rooms, online surveys, tracking Q&A, and providing technical assistance.
* Assist in maintaining CHAD’s annual training and events calendar.
* Create and manage the online registration for all CHAD events, workshops, and trainings.
* Develop and implement an effective evaluation system for events, workshops, and trainings, including creating and sending surveys, compiling results, and creating reports to share results.
* Track and utilize existing training and technical assistance reports to log session descriptions, speaker information, evaluation results, and participation.
* Partner with the marketing team to develop marketing strategies, communication efforts, and timelines for events, workshops, trainings, conferences such as agendas, save the dates, registration, marketing, etc.
* Design, develop, and maintain web-based learning resources, e-learning libraries, and training repositories for CHAD staff and its members.
* Maintain a central repository for all past event information, such as hotel listings, pricing/invoices, facility contacts, and reminders.
* Work with the marketing and communications team to develop brochures, flyers, catalogs, and web-based marketing, publicity, and promotional materials.
* Establish, manage, and coordinate all vendor and event sponsors activities for CHAD conferences. This includes tracking vendor and sponsor registration, payments, booth set-up, communications, vendor materials, and handouts.
* Manage all logistical aspects for in-person trainings, conferences and meetings, including, but not limited to, negotiating space contracts, booking event space and hotel blocks, arranging food and beverage, travel arrangements, ordering supplies, audiovisual equipment, nametags, materials, packets, and registration lists.
* Other duties as assigned and needed to support the organization.

**Qualifications:**

* Associate degree in a related field. Bachelor’s degree preferred.
* One to three years of experience in training support, event planning, and operational support.
* Must have strong organizational skills and the ability to clearly define priorities, coordinate activities, and work independently.
* Strong negotiation, communication and problem-solving skills.
* Must have a high level of computer proficiency in working with Word, Excel, PowerPoint, Outlook, Internet Explorer, Adobe, Zoom, and virtual platforms.
* A high degree of customer service ethics and high expectations for quality.
* Ability to respond appropriately and professionally to staff and members of the public in person, on the phone, and via email.
* Ability to gather, interpret, and report information.
* Maintain positive and cooperative working relations with clients, office staff, health care partners, and other professionals.

**Other requirements**

Applicant must be able to:

* Function effectively on an independent basis.
* Maintain positive and cooperative working relations with members, office staff, board of directors, and professionals from diverse backgrounds.
* Present a professional image to persons who have diverse interests and ideas.
* Travel by automobile and/or airplane to multiple locations in North Dakota and South Dakota with some overnight stays.
* Obtain a valid North Dakota or South Dakota driver’s license.
* Use automobile and have all liability and other automobile insurance as required by law.

**Physical Environmental Factors:**

The work is based from a home office and includes significant in-person and online interaction. Must have the ability to set up an office environment that is internet-enabled and free from distractions. Requires prolonged sitting, some bending, stooping, and stretching. Requires eye-hand coordination and manual dexterity sufficient to operate an automobile, keyboard, photocopier, telephone, calculator, and other office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate reports, make presentations, view a computer screen, and operate an automobile.

The Community HealthCare Association of the Dakotas reserves the right to amend this job description as operational needs dictate. CHAD is an at-will employer.

I have read the above job description and understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodations. I have discussed any questions I may have about this job description prior to signing the form.

Employee Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Last revision: January 2020