



Administrative Training Specialist

JOB DESCRIPTION:

This position is responsible for training coordination and provisioning, event planning, data entry, learning management system (LMS) operation, and other clerical duties related to education and training at CWC. This position also provides administrative support to the Director of Programs, handles customer services requests, and assists in the development of Education and Training procedures.

REPORTS TO: Director of Programs

ESSENTIAL DUTIES AND RESPONSIBILITIES: include a selection of the following tasks as assigned by the Director of Programs.

Training Coordination:

- Provide trainer and customer support for remote and on-site workshops.
- Secure Zoom or on-site location and order catering if needed.
- Monitor accessibility and other special accommodation requests submitted by participants.
- Coordinate with trainer ahead of training to:
 - Provide technical assistance for Zoom trainings.
 - Collect handouts and other materials for participants.
- Send participant email reminders and notifications for:
 - scheduled and special trainings
 - changes in training (location, time, etc.)
 - training cancellations and postponements.
- Track training attendance and process continuing education credits.
- Electronically file all relevant training handouts in SharePoint.
- Track and process registration forms for:
 - Purchase orders via fax and mail
 - Group registrations
- Create and submit various CEC applications.

Learning Management System (LMS) Transactions

- Develop and monitor training registrations.
- Coordinate with LMS vendor for problems and system enhancements.
- Create new LMS queries as needed for various events.
- Update participant accounts and trainings in the LMS as needed.

Customer Support

- Enter manual registrations, participant cancellations and refunds as needed.
- Provide phone and e-mail information and support to consumers, returning phone and e-mail messages and requests in a timely and prompt manner.
- Research registration and CEC problems.

On-Demand Training Development

- Develop and post on-demand online courses.
- Create quizzes and CEC certificates as required by accrediting body.



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- Upload videos to Learning Management System (LMS).
- Store all online course material in SharePoint.

Other Tasks

- Act as liaison to DMHAS Training Directors to manage free training slots for DMHAS employees
- Update current and develop new training department procedures as needed and provide to staff.
- Ensure all Education and Training related materials and documents are properly stored in SharePoint.
- Manage social media accounts as needed.

QUALIFICATIONS:

- Proficient in the MS Suite (Word, Excel, PowerPoint, Outlook, Teams, etc.)
- Proficient in Zoom and other remote platforms.
- Ability to work in a fast-paced environment and prioritize competing tasks.
- Must have exceptional oral and written communication skills.
- Ability to work independently and in a team environment.
- Strong critical thinking and innovative decision-making skills.

EDUCATION AND EXPERIENCE: High school diploma (or equivalent) and 3 years related experience in an administrative environment, or equivalent combination of education and experience. Basic knowledge of MS Office programs including Word, PowerPoint, Outlook and Excel; Internet use and research; Adobe Acrobat and knowledge of basic database operation is necessary. Must have exceptional oral and written communication skills, critical thinking skills and be customer oriented and innovative in decision making.

This is a full-time position, 40 hours per week

Office Hours: 8:00am- 4:30pm

Salary range: \$19 – \$22 per hour commensurate with experience