

JOB TITLE: Training Coordinator

DEPARTMENT: Training and Quality Assurance

REPORTS TO: Director of Customer Service and Training

Summary of Job Responsibilities

The training coordinator handles logistics necessary for successful implementation of company training initiatives. The training coordinator will:

- Prepare, create, edit, and distribute training materials (i.e. job aids, activity instructions, presentations, participant guides)
- Document activities and processes
- Perform internal and external research related to the program objectives
- Track and measure training completion, assessments, and survey results
- Send notifications and reminders to training participants regarding class availability, pre-work, and follow up
- Provide periodic updates to managers and directors on their departments' training status
- Create and edit job aids and presentations
- Coordinate and schedule classes
- Assist in training room set up and breakdown
- Assists with webinar logistics
- Responsible for clerical and administrative duties related to the delivery of training and organizational development programs.
- Schedules training events, coordinates with instructors, obtains and distributes required instructional materials, and communicates schedules and details.
- Schedules travel arrangements including room and board for training instructors
- Processes enrollments and answers routine inquiries regarding courses, schedules, and locations

Required Competencies

The ideal candidate is someone who:

- Is proactive
- Pays close attention to detail and is well organized
- Communicates effectively
- Follows up

Required Skills

The ideal candidate will be proficient in the following:

- Microsoft Office Suite products, specifically Word, PowerPoint, and Excel.
- Outlook
- Screen capturing software such as Greenshot or Jing

Preferred Skills

- Publisher
- Captivate
- Adobe Connect

If you are interested in applying, please submit your resume to **Steve Feinstein** sfeinstein@pti.insure.