

## Job Description

**Title: Training and Technical Assistance Coordinator Development**

**Department: Strategic Initiatives/Program**

**FLSA Status: Non-Exempt**

**Reports to: Director of Quality Programs**

**Date: \_\_\_\_\_**

**Approved: \_\_\_\_\_**

### Job Summary:

The Training and Technical Assistance Coordinator (TTC) will provide support to the Professional Development Institute specifically and the organization's training and development activities in general. The TTC will act as a liaison between the Professional Development Institute and organizations that contract for training services and facilitate the logistical process. The TTC will also use project management skills to ensure that all trainings are administered effectively. Successful candidates will have an understanding of web-based training systems, and will have practical experience with coordinating events.

### Essential Duties and Responsibilities:

- Update and maintain electronic training materials in collaboration with the Professional development Manager.
- Develop new T/TA curriculum/materials in collaboration with the Professional Development Manager; Director of Quality Programming and Senior Vice President Strategic Initiatives and Program Development
- Assists with design of assessments/evaluations of web based training platform
- Analyzes data for monthly reporting
- Assisting with the scheduling of training sessions, and notifying all relevant parties
- Coordinate online registration of participants for trainings
- Manage Travel Arrangements for Professional Development Institute
- Manage professional development training calendar
- Coordinates training materials for upcoming trainings
- Providing general administrative assistance and support
- Assists in coordinating all event logistics including catering, rental, procurement, printed materials, audiovisual equipment, etc.
- Creating and sending out course evaluation (feedback) questionnaires following training courses and compiling / communicating feedback.
- Manage logistics related to PDI external client contracts
- Collaborate with the Professional Development Manager to provide follow-up technical assistance to recipient organizations
- Troubleshooting technical issues with online training/ training website
- Manage and troubleshoot the implementation of the T/TA plan for recipient organizations
- Assist with projects as assigned by the Director of Quality Programming
- Perform related duties as required

### Skills and Abilities:

- Attention to detail
- Accountability and excellent organization and time management skills
- Excellent interpersonal skills
- Excellent communications skills, both written and oral
- Ability to develop and execute action plans that accelerate or maintain program integrity & viability
- Must be a sharp, self- motivated, proactive worker
- Must have sound judgment and common sense
- Ability to work effectively with a diverse population
- Bilingual strongly preferred

**Computer Equipment and Software Requirements:**

- Microsoft Office Suite

**Experience and Training:**

- BA/BS or MA Education, Management Information Systems, Project Management or related field
- Knowledge of Early Childhood Education or Childcare Center experience
- Training, education and/or experience may be substituted for certain minimum qualifications
- Experience in providing training to the public
- Experience in providing technical support prior or during training sessions
- Experience with event planning, project management, curriculum development, and , technical assistance provision

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work Environment:**

The work environment characteristics described in this document are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise levels in the work environment may vary but are usually moderately quiet.

**This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implies or otherwise, other than an "at will" relationship.**

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date