



TRAINING COORDINATOR

Position: Training Coordinator

Reports to: Manager, Learning & Development Projects and Vice President, Client Solutions.

Location: OTEC is located in West Toronto, provides free parking and is accessible by public transit.

About OTEC

A leader in Community Workforce Development, OTEC is an independent, not-for-profit Training, Consulting, and Workforce Development organization that designs and delivers innovative, high quality solutions for the development and growth of a professional, skilled workforce. Originally created to serve the tourism education and skills training needs of Ontario's Tourism and Hospitality Industry, today OTEC is the premier source for sector-based workforce development research, strategy, program design and consulting solutions. As specialists in Tourism, Hospitality and Service Sector training, OTEC Workforce Solutions is a leading organization in customer service and leadership training programs.

OTEC's network of partners includes the top global brands, leading research institutions and sectoral associations, premier destinations, and international thought leaders in workforce innovation.

The Training Coordinator serves a key role for OTEC training delivery and internal/external training events and is a progressive role with opportunity for advancement into Learning & Development or Project Management positions.

Responsibilities

Client Support

- Respond to incoming client calls and emails, assess needs and solutions, and refer to appropriate team members for further assistance when appropriate;
- Provide Emerit Certification support including responding to enquiries, product purchasing, candidate registrations, exam scheduling, reporting, material orders, and certification preparation;
- Maintain customized online training bundles for key partners through OTEC and partner websites;
- Provide Service Excellence Dynamics support including product purchasing, learner registrations, managing group codes and discounts, and preparation of course completion reports and statistics;
- Manage orders for our designated trainer and key partners for online courses, e-books, participant guides, exams and certificates.



Training Logistics Coordination

- Coordinate internal and external training session logistics;
- Coordinate and administer facilitator/consultant schedules and contracts;
- Liaise with facilitators/consultants for contracted external sessions;
- Liaise with printers and designers to coordinate printing of training materials for OTEC programs;
- Coordinate shipping of all training materials including training packages (participant guides, certificates, pins, job-aids), certificate preparation, customized orders, and inventory;
- Coordinate food and beverage requirements, room setup, clean up and tear down for internal sessions;
- Process invoices for facilitator/consultants and shipping and printing of materials;
- Develop workshop evaluation summary reports;
- Develop online training reports;
- Coordinate logistics of training webinars;
- Support LMS (Learning Management System)

General Administration

- Support OTEC office/team members as required: administration, telephone, direct mail, shipping etc;
- Utilize CRM to update client database;
- Manage office supplies and equipment;
- Coordinate OTEC team meetings or events;
- Support OTEC team members with reports, presentations, updates and communications;
- Work within the project management software;
- Other duties as required.

Competencies & Skills

- Strong customer service and interpersonal skill; can establish good working relationships with clients, program and research participants;
- Organized with attention to detail and ability to multi-task, prioritize, problem solve and to work within deadlines
- Self-motivated and ability to work with little supervision;
- Flexible, adaptable, exceptional interpersonal skills and team player;
- Excellent computer skills including MS Word and usage of Styles; Excel; Powerpoint including using master slides; knowledge of In Design, Publisher, Photoshop; CRM systems is an asset;
- Strong written and verbal communication skills;
- General administrative skills.



Qualifications:

- University or College degree/diploma in the following fields is preferred: training and development, human resources, business or business administration, special event management.
- Learning Management System experience, an asset.

NOTE: Only those applicants submitting a resume with a cover letter stating salary expectations will be reviewed. Submit your resume to careers@otec.org.

Deadline is August 15, 2018
