

Training Coordinator

MISSION/PURPOSE OF POSITION

This individual will work with clients, business partners and staff to plan, develop and update curriculum, and to ensure client education and satisfaction levels are achieved. This role includes the administration of MAP user groups, coordination of quarterly and annual educational events and administration of MAP educational facility and related systems.

KEY RESULT AREAS/ESSENTIAL JOB FUNCTIONS

Develop and deliver successful and effective training for new and existing MAP products and clients

- Identify on an ongoing basis potential course gaps and/or needs and coordinate with teams and product groups to attain solutions.
- Publish and maintain an annual training calendar to support client and company training goals.
- Work with Product, Client Services, Implementation and Marketing Departments in the development and/or update of product curriculum, training programs, tutorials and tools as assigned.
- Manager of Client Users Groups and related activities
- Prepare course materials such as Power Point presentations, syllabus, agendas and handouts as assigned.

Ongoing Training

- Ensure client education and satisfaction levels are achieved.
- Work with functional groups to plan and develop new and updated curriculum as needed.
- Keep current with adult learning methodology and update programs and plans to effectively leverage new models as appropriate.
- Support the promotion, marketing, and sales of MAP training programs with clients.
- Facilitate and/or present one-on-one sessions, webinars, or group engagements and training sessions on MAP products, services, and systems to achieve client and internal staff training goals.
- Assist in research and development of instructional materials as assigned.

Training Events

- Organize and coordinate all MAP Education Sessions.
- Work with Marketing and Communications in the promotion, planning and production of training events.
- Coordinate quarterly and educational events and administration of MAP educational facility and related systems.
- Maintain internal staff training schedule, survey staff on training needs

Training Materials/Tutorials/Training Library

- Develop and regularly maintain MAP's Library of Client Training and Instructional Documentation to ensure all staff and clients may access current materials.

- Assist in development of MAP branded Product Training Materials across all product lines.
- Work with functional groups to plan and develop new and updated curriculum as needed.
- Survey clients on training needs

POSITION DIMENSIONS

Scope, Complexity and Judgment Required

- Strong interpersonal and writing skills are necessary, including public speaking skills and the ability to present the complex product materials in a positive way to diverse populations.
- Exercise clear, focused communications with clients and staff regarding training applications and training materials.
- Has direct responsibility for development and delivery of Member Access Pacific client-based trainings.
- Conduct trainings according to annual calendar and client needs (average 50-60 annually).
- Staying current with MAP and client business objectives by building effective relationships with staff, partners, and clients.
- Participate in and promote course and program assessments and feedback processes to ensure client training goals are measured and achieved.
- Continuous updating of course materials and resources is required.
- Ensure course materials accurately reflect and support the strategic goals of MAP.
- Sound technical knowledge of MAP products and services.
- Provide follow-up training support for clients' queries as needed in a timely manner.
- Ensure travel and expenses are within budget guidelines and reported in a timely manner.

POSITION SPECIFICATIONS

Education / Knowledge

- BA or equivalent work experience required.
- Specialized knowledge of Windows and online applications, including Microsoft Office and E-Learning Software Platforms required.
- Familiar with course creation platforms
- Strong individual contributor, with 3-5 years' experience in payment processing industry

Skills and Experience

- 2-3 years of relevant work experience in financial services, EFT services, education, corporate training, or related field required.
- Solid experience in curriculum development, webinar training and course development required, preferably within financial services industry.
- Accomplished public speaker, comfortable working with diverse audiences.
- Strong interpersonal communication skills. Ability to listen proactively and respond appropriately, addressing intended and expressed needs with a satisfactory conclusion for all parties.
- Excellent written and verbal communication skills. Ability to assess and formulate written solutions that may include correspondence, emails, proposals, presentations, evaluations of current or proposed client and business activity

- Ability to organize, prioritize and manage multiple priorities with attention to detail and follow through.
- Strong relationship-building and promotional skills.
- Ability to work with tight deadlines and in high-pressure situations.
- Ability to work with Member Access Processing business staff and partners in a collaborative manner and as part of a team.
- Strong ability to learn new topics quickly.

Physical Requirements

- Sit and work for long periods of time (75-100%)
- Read documents necessary to the daily performance of essential functions (75-100%)
- Competently operate standard office equipment: personal computer, telephone, photocopier and fax machines (75-100%)
- View a computer terminal for extended periods of time while producing documents, conducting research and working with clients (75-100%)
- Lift boxes and equipment weighing up to 30 pounds (15-30%)
- Travel offsite and operate a motor vehicle for moderate periods of time (15-30%)
- Flexible hours, overnight and weekend travel required (10-20%)

Other

- Successfully pass a background check.