Organizational Summary
WomenVenture is an economic development agency designated as a Small Business Administration (SBA) Women’s Business Center (WBC) and a Community Development Financial Institution (CDFI). Over its 44-year history, WomenVenture has provided women of all ages, cultures, races, and income levels with the tools and resources to achieve economic success through small business ownership. Utilizing in-depth training, expert advice, access to capital, and a network of support we help our clients launch and lead businesses that are profitable and sustainable. Our work is guided by our values of inclusion, impact, and innovation.

Position Summary
Serve as Lead Trainer/Instructor for all Women Venture Business training courses online and in-person. Write, develop, and update appropriate relevant business curriculum and course content for effective learning, competencies, and application. Lead, Plan, coordinate, and implement Master Training Calendar, Train the Trainer and various other training logistics and deliverables. Manage the Learning Management System (LMS). Ensure framework, guidelines, requirements, and best practices are met for all training courses for effective virtual/online and in-person training delivery. Provide exceptional quality customer service and support to clients by encouraging them to engage, participate, complete training, and provide timely feedback, follow-up, and assistance. Evaluate the effectiveness of quality course delivery by developing quantitative and qualitative measurement tools from assessments, surveys, and evaluations. Creation of efficient and effective communication to staff, volunteer trainers, clients, and prospective clients.

Core Duties and Responsibilities:
- Develop and maintain long range and daily course planning. Write, develop, and update Business course curriculum, ensure the course content is relevant and useful to the learner using applied research, credible business resources, adult learner models, methodologies, frameworks, and effective learning outcomes.
- Provide direct classroom facilitation, present course materials, implement effective strategies, evidence-based best practices, and use technology tools for adult learners.
  - Foster engagement, facilitate optimal learning, ensure retention and completion.
  - Use a variety of teaching techniques appropriate to the learning styles of students.
  - Provide student evaluations as needed with regular feedback and positive reinforcement.
  - Provide information about student progress to organizational staff as needed.
  - Relate to students with respect and positive regard, demonstrated by listening and guidance skills, and reinforcement of Business Training and course expectations.
  - Assist clients, provide resources, and deliver excellent customer service.
  - Be the primary reference point of the learner and to coordinate other trainers if more than one trainer is designated to the learner during the learning period of a training program.
• Work to automate regular emails and communications to clients including class reminders, providing curriculum, helpful tips, etc.
• Manage and update the Learning Management System (LMS) business course development process for quality online virtual training delivery and the best client user experience.
• Provide training assistance and backup to other trainers for Women Venture’s business courses.
• Coordinate all training logistics-Plan and Coordinate the “Master Training/Course Calendar.” Work closely with the Volunteer Manager to coordinate and designate volunteer trainers for all classes. Lead the “Train the Trainer” Training for all volunteer trainers.
• Ensure the administrative functions for classes, including creating course outlines, syllabi, keeping accurate records of attendance, and other duties as needed while ensuring all are accurate and completed within defined timeframes.
• Manage content of Internet, Intranet, SharePoint LMS, and Social Media sites associated with training.
• Coordinate competitive sensitive information design and review of eLearning and instructor lead materials.
• Utilize, analyze design, develop, integrate, and evaluate process for training courses. Observe and evaluate trainers for quality facilitation and effective course delivery to clients.
• Produce web-based training courses, LMS curriculum setup, videos, photos, and technically written documents.
• Deliver periodic reporting and serve as organizational subject matter expert (SME). Work closely with the Training Manager help write narratives, summaries, reports for grants, workplans, responses to board requests, etc.
• Work with Training team staff to ensure quality hybrid (online and in-person) course delivery, processes, workflow, direct client quality experience and support, results, and outcomes, and provide monthly and quarterly reports and communications.
• Actively observe and evaluate training programs, attend a minimum of one evening/ weekend program each week. Serve as backup facilitator/trainer for training team staff and volunteers.
• Manage relationships and participate in cross-collaboration with other staff/dept./teams.
• Lead, plan and coordinate the Master Course Calendar scheduling of all training. Work with the Volunteer Manager to ensure adequate planning, scheduling, and coverage of all courses.
• Facilitate and/or assist with special projects for training (i.e., LMS, Peer Circle, Childcare, external partnerships, etc.)
• Ensure key program quality measurements are in place and submit regular data and reporting outcomes on course data, client participation, training milestones, achievements, client success stories, etc.
• Ensure trainings meet industry standards and client user experience standards. Ensure effective delivery of training courses and client needs are met.

Process Innovation
• Partner WomenVenture teams in utilization of LMS for delivery of classes.
• Ensure all client data is collected and accurate for use in organizational reprint
• Embrace and live WomenVenture’s values of impact, innovation, and inclusion.

Required Qualifications
• Bachelor’s degree plus a minimum of five (5) years of experience in the areas of Business, Adult Education, or Training & Professional Development.
• A minimum of 5 years of direct experience as a Trainer or Instructor teaching business courses. This includes training and facilitation skills, including the ability to effectively present information to a wide variety of audiences.
• Knowledge and experience in Business, business development, management, business operations, and entrepreneurship.
• Experience in direct services, training, business, workforce development, instruction/facilitation, curriculum, and online training delivery Learning Management Systems (LMS)
• Commitment and ability to work with diverse populations.
• At least 2 years of experience hiring, training, and supervising staff and volunteers.
• Excellent interpersonal and communications skills.
• Knowledge and skills in data collection, analysis, and reports.
• Ability to manage conflict.
• Ability to maintain confidentiality.
• Skilled in managing time and meeting deadlines.
• Advanced Technology Skills. Proficient in Microsoft Word, Acrobat Adobe, Excel, PowerPoint, Canva, Outlook, learning management systems. Technological Competence with databases, spreadsheets, and standard professional software
• Strong Analytical and Critical Thinking approach to problem solving

Work Environment/Physical Demands
- Ability to travel locally and to work a flexible schedule including evenings/night and Saturdays
- Ability to work in an environment which requires the use of PC approximately 80% of the time
- Ability to perform repetitive motion of fingers, hands, and wrists.
- Willingness to be flexible with work hours to accommodate the needs of the organization.
- Ability to travel to various sites for regular classes, meetings, and events.
- While performing the duties of this position, the employee is frequently required to sit for extended periods and may be required to stand for an extended period. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Application Procedure
Interested candidates should send a cover letter and résumé (both required) to hr@womenventure.org with “Lead Trainer” in the subject line. No phone calls.

WomenVenture is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. WomenVenture values diversity and strongly encourages candidates from all backgrounds to apply for this position.

This position description is intended to describe the general nature and level of work being performed by people assigned to this position. It is not intended to be an exhaustive list of all activities, tasks and skills required of people in the position.