Position Title: Training Coordinator
Supervisor: Training Manager
Department: Training
FLSA Status: Full time, Non-exempt
Salary Range: $43,000-$50,000 yearly
Location: Hybrid (virtual, co-working space, field)
** Must be in Minneapolis/St. Paul area**

Organizational Summary
WomenVenture is an economic development agency designated as an SBA Women’s Business Center and a 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
The Training Coordinator is a member of the Training Team, whose primary accountability is as a liaison to the training program and supporting all training courses, including preparation and coordination of classes, communication with clients, and analysis of effectiveness of classroom content and delivery.

Core Duties and Responsibilities:

Coordination of Classes
- Monitor registration levels to ensure minimum attendance thresholds are met
- Prepare materials for each participant in advance of WomenVenture’s training classes
- Work with Volunteer Manager to coordinate trainers and mentors (volunteer & paid) based on the needs of the curriculum being delivered
- Track class attendance and input into client database
- Prepare the training room for classes, and ensure clients and trainers have access to all necessary materials
- In partnership with the Director of Training, identify location, time and other resources required to deliver trainings
- Be present as an active observer in all training sessions
- Be a resource for clients following the WomenVenture Overview to ensure an understanding of WV and community offerings and find the appropriate service for their circumstances

Communication with Clients:
- Serve as primary point of communication for training clients in WVO, GR, SBE, AS, CCBE, SU and assisting them with questions and ensuring a clear understanding of course materials
- Review applications for Small Business Essentials and save completed template to each client file in CRM
- In partnership with training manager work to automate regular emails and communications to clients including class reminders, providing curriculum, helpful tips, etc.
- Collect check-ins from mentors and analyze to identify barriers, obstacles, and issues with participants potential success in program completion
- Track participants who register their businesses during their program involvement
- Liaise with clients to resolve any issues they may be facing

Hours: 40 hours per week (frequent evenings and weekends)

** Must be in Minneapolis/St. Paul area**
Provide overall Training Program Administrative support:

- Assist with presentations, creating, developing, updating, editing, and formatting documents, collecting client stories, and electronic file organizations.
- Develop and manage Social Media page. Provide updates and post useful information on social media for community outreach, community resources, and client barriers support.
- Work collaboratively with other staff including Advancement Marketing Communications, Grants, Volunteer Manager, Business Consulting, and Loan.
- Assist Lead Trainer/Instructor and Trainer Manager with weekly/monthly training goals and monthly reports.
- Enter courses into LMS and provide troubleshooting and technical assistance for issues related to LMS.
- Help with special Training program projects as needed.

Analysis of the Effectiveness of Programs:

- Review the programs assessment survey and distribute to participants and trainers
- Prepare reports on the Learning Management system usage and course completion
- Collect and review session feedback with Director of Training on a regular basis and implement changes as agree

Required Qualifications, Skills, and Experience:

- Bachelor’s degree or years similar experience in direct services coordinating and supporting training programs
- Exceptional organizational skills and ability to track and manage multiple competing tasks
- Experience in direct services working with clients. Knowledge and ability to navigate community resources
- Excellent research, writing, and public speaking skills. Excellent Critical thinking and problem-solving skills
- Intermediate/Advanced in Technology: Microsoft Office Suite PowerPoint, Excel, Adobe Acrobat, Publisher, Microsoft Dynamics CRM, Canva, PowerPoint, LMS, and website management. Ability to learn new software
- High attention to detail, including accurate and timely data entry
- Exceptional communication skills; Cross cultural and interpersonal communication skills
- Commitment to diversity and working effectively with individuals from diverse backgrounds
- Efficient in time management, organization, and effective outcomes.
- Good verbal presentation skills and comfortable public speaking to groups of up to 50 people
- Ability to work a varied schedule, including 2-3 nights per week for an average of 5-6 hours and Saturdays as the class schedule and other special events require

Work Environment/Physical Demands

While performing the duties of this position, the employee is frequently required to sit for extended periods at a computer and may be required to stand for an extended period. The employee must occasionally lift and/or move items weighing up to 50 pounds. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position. Noise level in the work environment is usually moderate. Ability to work a varied flex schedule is necessary, including both day and evening hours.

Application Procedure:

Interested candidates should send a cover letter and résumé (both required) to hr@womenventure.org with “Training Coordinator” in the subject line Application deadline: Open until filled. No phone calls please.

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.

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.