

## **Job Description Training Coordinator**

The Spitfire Strategies Training Coordinator's primary responsibilities are to ensure the smooth and effective functioning of training events and special projects. This involves marketing, planning and execution of regular training programs (e.g. Robert Wood Johnson Foundation Communications Trainings, CLI Executive Training Program, Gates Foundation training program) as well as assistance in planning for and facilitating short, one-time trainings or other training programs initiated throughout the year. Responsibilities include presenter and participant outreach and logistics, as well as coordinating with clients on event details. The position also involves creation of training materials such as case studies, PowerPoint presentations, worksheet handouts, etc. and may also include writing of newsletters and other materials as required by each individual training program.

The Coordinator reports directly to the Vice President of Trainings, but may also be assigned tasks by Spitfire's President or Managing Director.

A successful Training Coordinator demonstrates proficiency in completing the following activities.

### **Internal Relationships**

- Refer outside requests and questions to other staff members when necessary and/or appropriate.
- Attend classes or training and present summary to staff.
- Keep VP of Trainings updated on status of assigned projects.

### **External Relationships**

- Event planning, management and execution of logistics for all training conferences.
- Working with training director and clients to conduct participant outreach and recruitment, giving special attention to participant needs and superb customer service to participants and clients through all events.
- Securing and managing training locations, including event space and lodging. This includes including negotiating with and managing vendors.
- Securing catering for all events, including negotiating with and managing vendors and staying within pre-set budget for each event.
- Answering and responding to outside communications, such as phone calls, faxes, emails, and web-based inquiries. This includes on-going communications, project-based communications, i.e., from training participants, presenters and clients.
- Networking and ability to promote Spitfire as appropriate in the context of trainings and conferences.

### **Communication and Process**

- Creating timelines and work plans for each event, as directed by the training director.
- Creating and organizing training materials including participant binders and handouts, name tags, table tents, signage, etc. Also developing marketing materials for events as appropriate.
- Ensuring appropriate supplies are on site for all events.
- Providing on site staffing logistics management and support staffing at most training events (as directed by training director).

- Summarizing evaluation reports for trainings and providing outcomes to training director within one week of each training.
- Supporting administrative functions of training program and staff, as needed. This includes but is not limited to: correspondence with training participants and clients, data entry, filing, photocopying, scheduling, booking travel, etc.
- Housing, maintaining, and updating the hard files and electronic files pertaining to training programs and clients.
- Keeping Web sites for individual programs updated with latest training materials.
- Compiling final reports for training programs.
- Managing and updating electronic curriculum library as new trainings are created, or old ones updated and improved.
- Managing and updating database of experts to be used in training programs.
- Tracking coaching and technical assistance requests and activities for each training program.
- Maintaining the standardized appearance of Spitfire training materials; perform edits as necessary, including creation of new presentations, handouts or case studies.
- Project management and/or administrative support for ongoing efforts in the areas of marketing, fundraising, and materials production.
- Other duties as assigned.

#### **Financial and Administrative**

- Submit expense reimbursement forms as appropriate.
- Submit vacation/leave requests as appropriate.
- Track grant reporting deadlines.
- Track participant RSVP forms and keep other databases as needed for different training programs.

#### **Qualifications**

- Must have a bachelor's degree and minimum of one year full-time office experience or other relevant experience. Experience in event management or logistics preferred.