Rural Community Assistance Corporation

**Job Description**

***Training Services Specialist***

**Classification:***Grade 9* **Department*:*** *Operations – Events*

**Status:** *Exempt* **Supervisor*:*** *Assistant Director, Events*

**Organization**

Founded in 1978, RCAC seeks to collaboratively build the capacity of organizations that serve low-income people living in the rural West (13 states including Alaska and Hawaii). RCAC works in partnership with small rural and Indigenous communities and other local agencies to provide tools and resources necessary to improve their quality of life. RCAC offers a wide range of services to communities with fewer than 50,000 people including technical assistance and training for environmental infrastructure; affordable housing development; economic and leadership development; and financing to support community development. Since its inception, RCAC’s dedicated staff and active board have helped affect positive change in rural and Indigenous communities across the West.

**Events**

The Events unit coordinates more than 700 trainings, workshops, conferences, in-service and other events, both internal and external for all departments at RCAC.

**Position Description**

The Training Services Specialist is proficient in multiple registration, training and event management software platforms and is well-versed in RCAC's programs and systems. The position develops event management plans to ensure execution of all grant training deliverables, oversees logistics and coordination of online and in-person events. The position is responsible for ensuring that external training content meets RCAC branding guidelines and requirements including review, editing, formatting and print and shipping management of training material. The position will work with program managers, trainers, Event Manager and Assistant Director, Events to develop and execute training schedules and marketing plans.

**Specific job goals, objectives and tasks are established for each employee as part of the annual evaluation and work plan process.** **Examples of responsibilities and duties include, but are not limited to:**

* Support the execution of training initiatives aligned to grant/funder deliverables
* Assist with the development of training schedules, course topics, and training aides to support field trainers
* Develop training catalogues/workbooks/brochures for print and website
* Ensure consistent use of training templates, branding and funder requirements
* Partner with communications department to assist with the design, creation, and ongoing updates for training materials as aligned with company strategic initiatives
* Proofread, edit, format and manage print of a high volume of written materials, ensuring quality control and timely delivery of training materials
* Manage relationships with funders, vendors and print house
* Oversee department task coordination schedule and lead weekly staff schedule meetings
* Provide education and assistance in multiple event and training platforms (SharePoint, Unanet, XCatalyst, Moodle, GTT, GTM and Zoom)
* Assist with developing departmental presentations including trainings and webinars
* Coordinates guest trainers and partners for large conferences
* Provide on-site logistics and coordination support at conferences, including audio/visual
* Provide online training moderation and technical support
* Manage RCAC promotional merchandise, including budget implementation, store front and shipping for internal and external purposes
* Manage Moodle licenses and Development of internal trainings external trainings self-paced trainings

**Skills and Qualifications**

* Facilitation, mediation and meeting management skills
* Familiarity with rural and tribal community dynamics
* Ability to troubleshoot, innovate, and problem-solve
* Proficiency with computer software including Microsoft Office Suite, Adobe Acrobat and InDesign
* Use spreadsheet, database, publishing and presentation programs
* Knowledge of English language, grammar, spelling and punctuation
* Ability to complete administrative and reporting requirements related to work responsibilities in a timely manner
* Capacity to listen and communicate effectively, verbally and in writing
* Ability to work with minimum supervision and effectively prioritize multiple tasks
* Capability to work independently and as part of a team

**Preferred Education and Experience**

A combination of experience and education is necessary to qualify for the position. A typical qualifying combination may include:

Experience

Two years of applicable experience in training management, project management or other closely related fields (education may be substituted for part of the experience).

Preferred Education

Bachelor’s degree (additional qualifying experience may be substituted).

**Physical Job Requirements**

The physical demands described here are representative of those that an employee must meet to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work performed in an office requires ability to operate computers and various pieces of office equipment, including telephone. Use may be moderate (average two hours per day) to heavy (four or more hours per day).

While performing the duties of this position, the employee is frequently required to stand and/or sit for prolonged periods of time; walk; talk; hear; use hand to manipulate; handle; feel or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl.

The employee may occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

**Special Requirements:**

Possession of a valid driver's license and proof of insurance that meets the minimum requirements ($100,000/$300,000) of RCAC corporate liability policy will be required when traveling for business purposes.

*RCAC is an equal opportunity employer and considers all employees and job applicants without regard to race, religion, color, gender, sex, age, national origin, disability, veteran status, sexual orientation, gender identity or marital status, or any other status protected by law. RCAC strives to reflect the diverse constituencies that the organization serves*.

RCAC employees are federally mandated to be vaccinated against COVID-19 as a condition of employment, subject to reasonable accommodation as required by law.