



## Training Coordinator

Job Description | *full time hourly; Non-Exempt Status*

*Our economy grows when a local business thrives. Be a part of the team that makes this happen.*

*Work virtually, Act locally, Think globally*

**Job Title:** *Training Coordinator*  
**Location:** *Fort Bragg or Ukiah (remote options)*  
**Hours:** *Full-time*  
**Salary:** *Starting at \$55,000/year DOE, Non-Exempt*  
**Supervisor:** *Director of Training*

### GENERAL INFORMATION

The West Business Development Center (West Center) provides business technical assistance and economic development services across Mendocino, Lake and Sonoma County and adjacent Tribal Lands. West Center is a 501©3 organization providing no cost one-on-one business counseling, workshops, and training programs to support economic and social empowerment. We advocate with local governments, agencies and financial institutions on behalf of the rural small business owner to support economic development that ensures poverty alleviation, product innovation and economic growth. Our work provides equal access to entrepreneurial resources to all individuals who seek to start or expand their business. We are seeking a highly motivated and organized Training Coordinator to join our team to ensure that our training programs are effective, engaging, and relevant to the needs of our clients.

### POSITION SUMMARY:

Under the supervision of the Director of Training, the Training Coordinator has primary responsibility for the smooth and effective roll-out of training events and special projects throughout our organization. The role involves all aspects of delivering virtual and in person activities from launch to wrap up to ensure successful client engagement. This includes online hosting of webinar, email and social media promotion of workshops, data collection, registration process, and in-person event coordination. West Center will train employee on its internal database and registration processes. Our ideal candidate will be both exceptionally approachable and confident in front of all groups of people and can operate media equipment and various technologies needed to complete their work.

### ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Host training sessions, either in person or virtually, and facilitate group discussions as needed
- Coordinates training programs for small business owners and entrepreneurs
- Implements training sessions, including scheduling, venue selection, and logistics
- Work with Program Director and subject matter experts to create training content and materials
- Monitor and evaluate the effectiveness of training programs
- Collect online feedback from participants and use it to improve training programs
- Executes all pre-workshop promotion tasks including uploading content to website and social posting
- Executes post workshop production tasks in coordination with team members this includes but not limited to database entries, attendee tracking, and webinar recordings
- On going maintenance of accurate records of training sessions and participant information
- Assist with the recruitment of trainers and facilitators
- Collaborate with other team members to ensure training programs align with overall mission and goals
- Stay up to date with industry trends and best practices in small business development and training

## **SKILLS, KNOWLEDGE, AND ABILITIES:**

### **Knowledge and experience with:**

- Virtual meeting software - Zoom, Microsoft Teams, Calendly
- Social media i.e. Facebook and IG
- Windows Office Suite including, Outlook, Excel, Word, and PowerPoint
- Google Workspace to schedule work, email, communicate, create reports, and maintain records
- Training and workshop presentation format
- Willingness to learn new skills and technology tools

### **Ability to:**

- Effectively present information one-on-one or to small groups
- Professionally respond to common inquiries and transfer knowledge to others
- Navigate and resolve issues that arise with Zoom
- Coordinate events involving multiple parties & vendors
- Use research tools to resolve customer complaints
- Independently problem-solve
- Calmly handle competing short- and long-term deadlines
- Organize workload to ensure responsibilities are carried out in a timely manner
- Conduct internet research
- Collaborate with community stakeholders to enhances local business development

## **REQUIRED QUALIFICATIONS:**

- 2+ years of experience in training and development, preferably in a non-profit setting
- Strong project management skills and attention to detail
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team
- Proficient in Microsoft Office and Google Suite
- Excellent writing capabilities

## **DESIRABLE QUALIFICATIONS:**

- Fluent in Spanish Language a plus
- Experience with training software, such as Learning Management Systems (LMS), is a plus
- Prior experience with community development and/or business training experience

West Center is an equal opportunity employer and encourages people from all backgrounds to apply. Funding for this program comes primarily from the federal Small Business Administration (SBA), and the California Governor's Office of Economic Development (GO-Biz), along with other state and private grants.

*This is a full-time position with competitive compensation and benefits. If you are passionate about helping people learn new skills and have an interest in business development, we encourage you to apply.*

**WORK ENVIRONMENT:** This position is available to hybrid remote working but must be able to attend in person activities in the service area. Evening and weekend work may be required for workshops, meetings, and other West Center programs. Regularly sits or stands for long periods at a computer; frequently bends, twists, stoops and crouches while working at desk, filing and records handling; constantly uses both hands/arms in reaching, handling, grasping, and keyboarding while using a variety of office equipment; frequently uses a telephone and computer to communicate with coworkers and public; regularly stands to use a variety of office equipment; occasionally lifts and carries items up to 30 pounds; occasionally lifts above shoulder and head; regularly communicates in oral and written form with co-workers and with the general public, frequently reads and interprets agreements and other documents. Constant sitting in an office chair, keyboarding and visual contact with computer terminal; frequent walking, standing, writing, bending, and reaching; occasional lifting of items weighing less than 30 pounds, reaching and lifting above shoulders, carrying boxes of materials from place to another.

## **To Apply:**

Please send a cover letter and resume to [maryanne@westcenter.org](mailto:maryanne@westcenter.org). We will review applications on a rolling basis and contact candidates for interviews.