

# Online Training Specialist

May 2022

**Purpose** – Support high quality child care and the early childhood workforce by facilitating professional development services. Help CCR deliver effective online training and support child care providers to use the platform so they can complete their professional development 24/7 without travelling.

<b>FTE</b> – Fulltime, 32-40 hours per week	<b>Status</b> – non-exempt
<b>Schedule</b> – typically M-F, 8-5, hours set with supervisor	<b>Worksite</b> – In office/remote hybrid possible. Could be entirely in office if preferred. Must live within 70 miles of Missoula
<b>Supervisor</b> - Distance Learning/CACFP Coordinator	<b>Transportation</b> – not required

## Key Responsibilities

### Online Training Support

- Provide administrative support for online training venture
- Provide technical support to trainers and students
- Develop and edit website features and functionality
- Transfer completed coursework of users through a secure server
- Edit and upload new courses including audio
- Record audio for online course presentations as requested
- Work with Online Training and Technology Specialist to maintain user manual
- Keep minutes of Child Care Training Meetings, and update agendas accordingly
- Distribute refunds via PayPal
- Respond to client calls and emails requesting technical assistance for online training website

### Provider Services Support

- Maintain records of training approval forms, workshop agendas, sign in sheets & certificates
- Handle training refunds via Stripe and contact associated registrants
- Confirm presenters
- Arrange training locations
- Respond to provider calls regarding training and other general technical assistance
- Assist with the development of the quarterly professional development calendar
- Assist with updates and edits on the Child Care Resources website

### Agency Duties

- Conduct fingerprint services for child care providers
- Provide Front Office back up
- Attend needed training
- Maintain and report data for funders, the board, and community education purposes
- Maintain contact with local or state organizations to facilitate collaboration and customer service
- Participate in agency fundraising, public awareness, and advice as requested
- Other duties as needed

### General Expectations

- Promote CCR's mission and services to community members, donors, clients, funders, and policy makers
- Adhere to CCR Community Agreement - Treat colleagues and community contracts with respect and courtesy
- Comply with CCR Employee Handbook and Fiscal Policy
- Participate in team and organizational meetings
- Maintain organizational and client confidentiality within the bounds of mandated child abuse and neglect reporting and child care licensing reporting
- Complete work in a timely manner. Meet deadlines
- Comply with NAEYC Cond of Ethics and Supplemental Code of Ethics – available on NAEYC website
- Submit completed time sheets on 15<sup>th</sup> and last working day of each month, and submit leave requests well in advance of anticipated leave

### **Minimum Qualifications:**

- Microsoft Office Suite Experience
- Customer service experience
- Ability to understand and follow written and oral instructions
- Ability to work independently, to ask for clarification when needed and meet deadlines.
- Organizational skills, attention to detail, accuracy, and timeliness
- Written and oral communication skills
  - Ability to respond to customer questions and to compose letters using business English
- Distance learning and website editing experience preferred
- Must pass criminal and protective service background checks

### **Physical Requirements – ability to:**

- perform computer tasks 5 hours per day
- ability to read printed documents and online
- hear and speak to customers on the phone and in person

*The specific responsibilities outlined above describe the general nature and level of work expected. They represent typical duties necessary to perform the job successfully. This is not intended to be an exhaustive list.*

*My signature reflects that I have received a copy of this job description and acknowledge that I am aware I can discuss questions or concerns about any aspect of this document or my duties with my supervisor at any time. I understand that this job description will be used to evaluate my performance. Further, I agree to notify my supervisor if I am unable to perform the duties outlined above.*

*I understand that CCR may assign additional duties or revise this job description at any time at its sole discretion.*

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*Employee Signature*

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*Date*

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*Supervisor Signature*

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*Date*