

POSITION DESCRIPTION – TRAINING COORDINATOR

Purpose of the Role

This role is a part of a core operational team that provides logistical and operational support to our team of consultants and facilitators who provide consulting and training services to corporate and government clients.

The Training Coordinator (TC) is responsible for assisting Prosci Master Instructors in delivering world-class training in managing the people side of change. Training Coordinators are responsible for maintaining classroom logistics including unpacking classroom materials, room setup, attending to delegate/participants' needs, and attention to program scheduling to ensure timely delivery of materials to facilitate outstanding classroom experiences. Training Coordinators assist in building customer relationships and become a source of knowledge about Prosci program offerings while developing the ability to answer questions and guide customers in using Prosci's suite of resources. The Training Coordinator is an entry-level, supporting role within Prosci for all training programs.

This role requires frequent domestic travel with most weeks requiring travel to the session location for 4 days per week (sometimes less) . Where possible 1 day is primarily scheduled as an office day at the Sydney Office. The Training Coordinator typically travels to support training sessions approximately 33-40 weeks each year with non-travel weeks being spent in the Sydney office.

The aim of this role is to deliver five-star client service while contributing to the continuing growth of the Australian/New Zealand business. The TC will work as part of a high performing and engaged team who live the Prosci values. A positive, solution-oriented, highly motivated outlook is a must to succeed in this role.

KEY ACCOUNTABILITIES

Responsibilities:

- Unpack and verify all materials upon arrival at the program location and ensure classroom setup/layout is completed to the expected standard in advance of the program start
- Ensure that training/meeting rooms are set-up appropriately with requested amenities and AV devices.
- Participate in Prosci-taught programs as an assistant to the Instructor and a support resource for participants, responding to classroom queries as needed in a timely manner
- Provide support to program participants to ensure they understand how to use the Prosci tools included in the program
- Effectively lead in-class activities assigned to the Training Coordinator role
- Respond in a timely manner to customer requests
- Connect with onsite logistics contacts at program locations (as necessary) to ensure a seamless experience
- Provide excellent client service and build strong relationships with clients, colleagues, suppliers and the extended Prosci team
- Create and maintain accurate records in the Customer Relationship Management (CRM) database and other data capture systems including all communications, program and case management notes
- Research, prioritise, and follow up incoming issues and concerns and execute an appropriate course of action, referral or response
- Resolve client and operational issues that arise on programs and escalate when appropriate
- Capture participant data from classroom activities and provide formal write-up to clients as a follow up activity (as applicable)
- Perform administrative and reporting tasks related to public program delivery including but not limited to following up registrations/customers and venues

to prepare for upcoming programs, generating reports and preparing logistical information for upcoming programs

- Effectively manage your personal work schedule and ensure travel is booked in a timely and cost effective manner, working with the Operations Team as required
- Engage with participants to help them identify additional Prosci offerings and connect them with the Prosci Account Manager that may be appropriate depending on their unique situation or needs
- Develop, maintain and update key systems, processes and documentation related to the role
- Contribute and implement ideas for improvement to company processes and systems to deliver on our five-star client promise and improve efficiency
- The Training Coordinator operates with some degree of autonomy, making day-to-day decisions relating to work priorities and workload management under the guidance of the Director of Operations as needed.
- Provide advice and support to the other members of the Client Service/Operations team as required
- Engage in all required meetings, training and onboarding requirements
- Support internal team project needs
- Any other duties as required

Contribute to Growth

- Living and breathing Prosci's core values, working collaboratively, imaginatively and being ready to challenge the status quo
- Grow strong and effective relationships with both external and internal stakeholders
- Work closely with our Prosci team around the globe to establish and maintain best business processes to enable the future success of our organisation

Essential Skills, Experience and Qualifications

- Ability to travel domestically including New Zealand on a regular basis (must have a current passport)
- Ambitious and proactive attitude towards your work
- Strong multi-tasker with demonstrated capability to organise and prioritise work tasks so that agreed deadlines and quality standards are met
- Excellent interpersonal skills and a capacity to build and maintain effective relationships with a range of stakeholders including but not limited to venue contacts, suppliers, colleagues, customers and other external parties.
- Ability to work autonomously as well as part of a close-knit team
- Ability to communicate effectively, build strong relationships and work collaboratively with internal and external stakeholders across all levels
- Demonstrated problem solving, critical thinking and analytical skills
- Excellent written and verbal communication skills
- Superior eye for detail
- Dependable and self-motivated
- Demonstrated experience creating and/or improving operational processes
- Experience in responding to customer needs in a fast-paced, constantly changing, deadline-driven environment while providing superior customer service.
- Flexible team player willing to do what it takes to get the job done; adaptable and enjoys a challenge.

Police and Security Background Check

Applicants for this position may be required to undergo government or other security clearance checks and/or police check as required by some of our clients from time to time as a requirement of the role.

Preferred

- Experience in hospitality, supporting training and/or event management
- Proficiency in using Salesforce.com CRM or similar client database will be highly regarded, but not essential, as training will be provided
- Experience with all Microsoft Office applications, including Office365 with an aptitude to learn new software and systems

Reporting

- This role reports to the Director of Operations.

To Apply:

Please send your resume and cover letter to resumes_anz@prosci.com with "Training Coordinator" in the subject line.

About Prosci

Founded in 1994, Prosci is the global leader in change management and the choice for 80% of Fortune 100 companies. Prosci was recently recognised by Fortune Magazine as being one of the Top 20 Best Places to Work in the US. To date, Prosci has trained and certified over 45,000 change management practitioners worldwide. The company is headquartered in Fort Collins, Colorado, with offices in Halifax, Canada, and Sydney, Australia, and 27 Prosci Partners around the globe.

At Prosci, we employ dynamic individuals with a passion for change management and depth in their respective area of expertise. Our employees are dedicated team players who bring energy, professionalism and pride to their work. The Prosci environment is one in which smart, motivated and creative people succeed.