

# KIIKENOMAGA KIKENJIGEWEN EMPLOYMENT & TRAINING SERVICES



## JOB DESCRIPTION

### **Apprenticeship E-learning Coordinator**

## Scope

Reporting to the Program Manager, the E-learning Coordinator responsibilities include communicating with Program Managers and Coach/Mentors to identify training needs and mapping out development plans for teams and individuals. E-learning Coordinator is responsible for managing, designing, developing, coordinating all training programs. Ideal candidate has experience with various training methods, including on-the-job coaching, mentorship programs and e-learning. Experience with different projects, like management training and soft-skills development, is also essential.

## Reporting to

KKETS Apprenticeship Program Manager

## Education

University degree (Business, Human Services, Education)

Degree or recognized Certification in Education, Training, HR or related field

Post secondary education (diploma or certificate program)

Trade and or Technical Training

A+, Linux+, or Cisco Certified Network Associate accreditation advantageous

## Professional Designation

Red Seal Certification is considered an asset but not required

## Previous Experience

- 3-5 years of progressive project management and coordination experience
- Experience working with adult education, employment and training sectors
- Extensive knowledge of regulatory requirements
- Proven work experience as a Training Coordinator, Trainer, Training Facilitator or similar role
- Hands-on experience coordinating multiple training events in a corporate setting
- Extensive knowledge of instructional design theory and implementation with traditional and modern job training methods and techniques
- Adequate knowledge of learning management systems and web delivery tools. Knowledge of Convergence would be considered an asset.
- Proven ability to complete full training cycle (assess needs, plan, develop, coordinate, monitor and evaluate)
- Experience with e-learning platforms
- MS Office proficiency
- Advanced organizational skills with the ability to handle multiple assignments
- Strong communication skills.
- Ability to effectively organize and manage multiple training initiatives simultaneously
- Instructional experience in a group business setting preferred
- Experience creating yearly training plans and materials for all departments

## Knowledge, Skills, and Abilities

- Knowledge of Ontario Ministry of Training, Labor and Skills Development Apprenticeship program and requirements.
- Monitor training records to ensure regulatory compliance

- Collaborate with Managers, Superintendents and Supervisors to determine training and development needs and determine appropriate solutions and corresponding budgets.
- Work with Program Manager and Coach/Mentors to review and follow-up on employee opportunities for ongoing development
- Manage grant applications for third party training
- Strong English language written and oral communication skills
- Technological literacy
- Ability to troubleshoot minor hardware and software technical issues and or refer to technical support personnel when necessary
- Offering information and support to program users
- Upgrading systems and Performing tests and evaluations on software and hardware
- Design, develop and deliver training programs (outsourced and/or in-house) as required
- Select appropriate training methods or activities (e.g. simulations, mentoring, on-the-job training, professional development classes)
- Good problem solving skills
  
- Inform Program Manager, Coach/Mentors, Superintendents and Supervisors on available training for employees and provide necessary information about sessions
- Facilitate and track progression training.
- Design, prepare and order educational aids and materials as required
- Assess instructional effectiveness and determine the impact of training on participants
- Gather feedback from Program Manager, Coach/Mentors, Superintendents, Supervisors and trainees after each educational session
- Partner with internal stakeholders and liaise with experts regarding instructional design
- Maintain updated curriculum database and training records
- Duties common to all positions; Safety, Cost Control and Job Development
- Working knowledge of MS Office
- Knowledge of KKETS policies and procedures
- Understanding of Matawa First Nations Management and Kiikenomaga Kikenjigewen Employment & Training Services
- Understanding of the Matawa region and the member First Nation communities
- Ability to effectively present to or facilitate small or large groups
- Skill in effective mediating and negotiating

## Proficiency in Computer Use

- Word processing
- Spreadsheets
- Databases
- Email
- Internet
- IT support

## Personal Characteristics

- **Ethics:** Understand ethical behaviour and business practices and ensure own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization
- **Confidentiality:** Maintain strict confidentiality both inside and outside of the workplace
- **Relationships:** Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization
- **Communication:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques
- **Client focus:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters
- **Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- **Decision making:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization
- **Leading:** Positively influence others to achieve results that are in the best interests of the organization
- **Organization:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Planning:** Determine strategies to move the organization forward, set goals, create and implement action plans, and evaluate the process and results
- **Problem solving:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem, often using creativity and innovative thinking
- **Energy:** Bring energy and enthusiasm to the workplace
- **Flexibility:** Adapt to changing scenarios and stimuli
- **Quality:** Focus on details and ensure all work is of a high standard of quality
- **Results:** Focus on achieving desired outcomes of all tasks undertaken
- **Accountability:** Be reliable, dependable, and accountable for personal actions
- **Coaching:** Coach and mentor others to help them develop both professionally and personally
- **Professional development:** Be driven to continuously improve professional knowledge and skills

## Working Conditions

- The employee may have to travel locally and throughout the region to various communities, during various weather conditions
- The employee may have to lift, carry, and manage various equipment and supplies
- The employee may have to spend long hours sitting to use computer or office equipment, or to attend meetings

- The employee may be required to work in an environment that is busy and noisy, with frequent interruptions and distractions
- The employee may be required to manage multiple tasks and projects at one time
- The employee may be required to work odd or long hours under stressful conditions at certain times to complete special requests or projects

## Primary Duties and Responsibilities

### **PLANNING**

- Consistently update the project plan which incorporates goals and objectives that work towards the strategic direction of the program

### **COORDINATION**

- Ensure that the operation of the program meets the expectations of its clients, Board and Funders
- Communicate with stakeholders to keep them informed of the work of the program
- Establish good working relationships and collaborative arrangements with community groups, funders, politicians, and other organizations to help achieve the goals of the program

### **ADMINISTRATION**

- Manage and maintain records of internal trainer certifications and host train-the-trainer sessions for internal subject matter experts.
- Conduct training needs assessment and identify skills or knowledge gaps that need to be addressed.
- Prepare program reporting requirements

### **OTHER**

Perform other duties as required

Certification

The above statements are intended to describe the general nature and level of work being performed by the incumbent for this position. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

**EMPLOYEE**

I certify that I have read and understand the responsibilities assigned to this position.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**KKETS MANAGEMENT**

I certify that this written job description accurately describes the responsibilities assigned to this position.

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_