



Title: Training Administrator

ID:

Department: Member Training

Reporting To: Manager, Member Training

Pay Grade: 7

Updated: February 10, 2023

Range Min: \$56,444

Range Max: \$84,666

Position Summary

Reporting to the Manager, Member Training, the Training Administrator is highly organized, detail orientated and committed to continuous process improvement. They are responsible for all day-to-day logistics in the delivery of educational opportunities for CREB® Members. Working collaboratively with internal and external stakeholders they strive to bring the best learning experiences to members.

This individual will combine a strong attention to detail with an ability to multi-task, prioritize and work under pressure. You will also be a reliable problem solver and bring strong project management skills.

Responsibilities

Course administration and delivery (45%)

- Create and open courses for registration including Zoom links.
- Plan/schedule courses and instructors balancing member needs, instructor availability, and timing/budget constraints.
- Collaborate with People Services to coordinate classroom setup and coffee requests through work orders as required. Ensure the best use of facilities and supplies as well as compliance with building codes and regulations, arranging for additional space when enrollment exceeds current occupancy guidelines.
- Act as a point of contact for vendors and students.
- Ensure facilitators follow established policies and procedures.
- Support of students and instructional team before, during, and after virtual courses.
- Instructor invoicing and submission for processing and payment.
- Ensure facilitation feedback is logged and provided to instructors in a timely fashion.

- Ensure all course materials are ordered/printed, accurate, and available to learners and instructors for course delivery, encompassing inventory management.
- Set up and tear down classrooms for in-person courses.
- Monitor and make adjustments for course enrollments based on need; report on course member satisfaction and utilization rates.
- Monitoring pre-requisite completions.
- Update CREB®link and Pillar9™ websites with training-related materials, events, and information.
- Online course production support
- Monitor and respond to the training department inbox and phone line.
- Support members (and non-members) in registering and cancelling courses.

Speaker administration and delivery (35%)

- Contract speakers and keep records organized and complete.
- Speaker logistics coordination and communication.
- Create and open speaker sessions for registration including Zoom links.
- Set up and tear down for in-person speaker sessions.
- Upload appropriate speaker sessions to the library.
- Speaker follow-up (invoicing, thank you gifts, evaluations).
- Maintain professional relationships with speakers.
- Online speaker production support.
- Logistics support for PD Networking events Monitor and respond to the training department inbox and phone line.
- Support members (and non-members) in registering and cancelling speaker sessions.

Course Maintenance and Instructional Design Support (10%)

- Communicating relevant participant feedback for required updates.
- Stay abreast of changes in the real estate landscape and legislation.
- Minor course updates and other tasks as assigned to support instructional design projects.
- Liaising with internal and external Subject Matter Experts (SMEs)

Other tasks and responsibilities (10%)

- Participating in one-on-one and team meetings.
- Prepare reports and metrics to track training goals (department goals).
- Support an environment of cross-department collaboration, knowledge sharing and learning.
- Evaluate existing and new processes to suggest opportunities to enhance quality and efficiencies.
- Use current technology and tools to enhance the effectiveness of services provided.
- Contribute to the assessment of risks/impacts and assist in mitigation implementation.
- Other duties as assigned by Manager.

Education Requirements

Diploma: Business Administration

Certificate/Diploma/Degree: Adult Education

Years of Experience

3-5 years: Educational Administration

Other Certifications/Licenses (preferred): Certification in Training, Adult Learning, Web-based Training/eLearning, Content Creation, or Instructional Design.

Additional Qualifications

N/A

Core Competencies – What We Value Most

Service

- Putting the interests and needs of our members at the forefront of our interactions.

Excellence

- Continuously improving our work and ourselves to meet increasing expectations.

Professionalism

- Holding each other to high professional standards that earn member and consumer trust.

Community

- Building and nurturing a diverse, inclusive and equitable community of professions that are better together.

Listening

- Asking members what they need and responding to the collective interest of the community.

Advocating

- Proactively protecting and enhancing the interests of our members

Skills and Abilities

Weight

Managing Multiple Priorities

25%

Handles multiple assignments and priorities yet still fulfills all commitments. Readily accepts new responsibilities and adapts well to changes in procedures. Gives appropriate priorities to various work demands. This is quite different from those who struggle to stay focused when faced with multiple priorities; focus only on one or two job priorities while neglecting others; and/or hesitate, complain, or refuse to accept new procedures or assignments.

Quality of Work

35%

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards. This differs from those who cannot be relied upon to produce high quality work, pay little attention to detail, show little pride in a job well done and/or set a poor example for co-workers or direct reports.

Customer Focus

25%

Personally, demonstrates that external (or internal) customers are a high priority. Identifies customer needs and expectations and responds to them in a timely and effective manner. Anticipates and prevents delays or other things that can adversely affect the customer. Keeps customers informed about the status of pending actions and inquiries about customer satisfaction with products or services. This is in sharp contrast to behavior patterns that tend to disappoint customers, leave them feeling forgotten and unimportant or that otherwise result in unmet needs or expectations.

Innovative Thinking

15%

Looks out for new and innovative approaches that will improve efficiency. Embraces and champions new ideas and encourages others to do likewise. Recognizes and rewards people and teams who are creative and innovative. This is in sharp contrast to those who tend to embrace the status quo, struggle with new approaches and discourage others when they are creative and innovative in the pursuit of increased efficiency or effectiveness.

Skills and Abilities - Additional Information

- Proficiency with Microsoft Office Suite.
- Good problem-solving skills.
- Excellent organizational, teamwork and interpersonal skills.
- Strong project management skills.
- Excellent time management skills
- Ability to work independently with minimal supervision.
- Ability and flexibility to work alongside team members to ensure the timely completion of work deliverables.
- Strong written and verbal communication skills.

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations, and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.