



1600 S 25<sup>th</sup> E  
Idaho Falls, ID  
(208) 524-3000

WEBSITE:  
<http://www.cei.edu/hr>

EMAIL:[hr@cei.edu](mailto:hr@cei.edu)

Exempt Opening

# PROGRAMS COORDINATOR, Workforce Training & Community Education (WTCE)

Exempt Classification

**College of Eastern Idaho**

**Open for Recruitment:** Open until filled. First application review will be held the week of July 6, 2018 – interested candidates are encouraged to apply as soon as possible.

**Salary Range:** \$42,000 - \$45,000 Annually with Competitive Benefits

**Location(s):** Idaho Falls

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## GENERAL STATEMENT OF FUNCTION:

Incumbent will support the development and delivery of open enrollment courses, events and contract training, and helps ensure division revenue goals are met.

## EXAMPLE RESPONSIBILITIES:

- Responsible for the daily management of open enrollment course delivery for the WTCE Division.
  - Maintains an efficient, proactive, customer-focused attitude and is committed to results and continual quality improvement.
  - Collaborates with other WTCE functional areas to ensure seamless and superior services to all clients
  - Follows all college policies and protocols are followed while meeting needs of external customers.
  - Ensures appropriate time is spent on programming activities as outlined by Learning Resources Network (LERN)
- Responsible for generating and maintaining revenue streams/opportunities in both open enrollment and custom/contract training.
  - Provides assistance in the creation, management, and regular evaluation of WTCE courses.
  - Develops and maintains open enrollment courses, with a goal of 15-20% new course offerings annually and annual growth of registration and profit.
  - Collaborates and partners with other training/curriculum providers to support customer objectives and ensure relevant, cost effective programs are available.
  - Makes data-driven recommendations on WTCE programming using Lumens reports and financial

data regarding which courses should be offered, how often and which courses should be dropped.

- Develops and maintains partnerships with appropriate community contacts.
- Assists with planning, developing and hosting workshops, seminars and conferences on topics of special interest to service area.
- Performs ongoing program analysis to evaluate viability of new and existing non-credit programs.
- Performs instructor recruitment, review/evaluation and retention to ensure customer satisfaction and balance competitive pay and margin requirements.
- Works with operations and marketing staff on the development, implementation and maintenance of marketing materials and promotion plans for courses and events, including social media platforms.
- Supports the operations team in providing information to the public and customers – including assisting customers with information and registration for courses offered by WTCE. These activities include:
  - Registers students in the student registration system if they are unable to complete the process on their own, including collecting payment and entering the required data into the system.
  - Ensures accurate communication to students including confirmations, answering questions, notifying of changes to courses, advising and other student support as needed
- Supports the operations team in ensuring the logistics necessary for the delivery of courses offered by WTCE. These activities include:
  - Logistics coordination, including room scheduling, ordering materials as needed for programs, room preparation, instructor packets, evaluation tabulation and payroll data for reporting to HR
  - Coordinates and oversees the day-to-day management of supplies, equipment, and facilities in support of WTCE courses.
- Performs specialized recordkeeping requiring completion and classification of varied information, data, collections and database management, and/or specific information-gathering projects and tasks associated with reporting or compliance requirements, such as data analysis, student records, and reporting.
- Schedules and coordinates meetings, events, interviews, appointments, travel and/or other similar activities.
- Tracking the latest trends in course programming topics and delivery and making recommendations to current and possible new program areas.
- Available to work a flexible schedule as needed, including evenings and weekends.
- Maintains a positive, helpful, constructive attitude and work relationship with supervisor, college staff, students, and the community.

- Performs other duties as assigned.

**MINIMUM QUALIFICATIONS:**

The requirements listed below are representative of the minimum qualifications necessary for an individual to satisfactorily perform each essential duty and be successful in the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties.

**Education and/or Experience**

Associate's degree or certification in Business, Marketing or a related discipline and a minimum of three years of related experience and/or training; or equivalent combination of education and experience. Related experience to include knowledge and understanding of project, event or meeting planning, as well as sales, marketing and/or training background. Experience leading or managing teams is a strong plus.

**Knowledge, Skills and Abilities**

- Excellent verbal, written and interpersonal communication skills, including the ability to resolve customer service issues and maintain a commitment to delivering quality programs.
- Demonstrated project management skills.
- Not intimidated by the sales process or challenged by rejection. Ability to look at situations from several points of view.
- Well-developed creative and analytical thinking skills and the ability to apply critical thinking and problem-solving skills in daily tasks.
- Well-organized and detail oriented with the ability to multitask.
- Ability to thrive in a fast paced, diverse, collaborative environment and switch tasks often.
- Demonstrated initiative and a track record of success in an unstructured environment with a high degree of independence.
- Proficient skills using Microsoft Office applications, including Excel, Word, PowerPoint and able to learn and utilize new software programs easily.
- Ability to operate all standard office equipment

**Physical Demands & Work Environment**

The physical demands & work environment described here are representative of those that must be met or are encountered by an employee in the normal course of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements and environment are typical of those in a general office setting. This job involves regular sitting, standing, walking, typing, moving, lifting objects up to 20 pounds and exposure to office lighting. A wide variety of standard office equipment is continually used, including phone, fax, copier, printer and computer.

**HOW TO APPLY:**

Electronically submit a completed application packet (**in .pdf or Word format**) to [hr@cei.edu](mailto:hr@cei.edu). The application packet must include the following:

- CEI Application (located at <http://www.cei.edu/falcons/resources/hr/cei-employment-application-10-2017.pdf>)
- Cover Letter
- Résumé or VITA
- Unofficial Transcripts
- Three Professional References with direct contact information

**Incomplete packets will not be accepted. Official transcripts required upon hire.**

For additional questions contact: Human Resources at (208) 535-5495 or by email at [hr@cei.edu](mailto:hr@cei.edu)

*AA/EOE/ADA*

Hiring is done without regard to race, color, religion, national origin, sex, age or disability. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodations to satisfy testing requirements, please contact the Division of Human Resources.