

POSITION: EDUCATION COORDINATOR

POSITION SUMMARY

The Education Coordinator will assist the Conversion Coordinator and Client Services & Education team with the creation and implementation of the **Conversion Education Plan**. The Education Coordinator will primarily be responsible for assisting the Presence-Over-Video (POV) trainer by managing the physical classroom. This position works closely with the Client Services & Education team to receive formal training on managing a training environment, addressing technical difficulties, and Presence-Over-Video (POV) prior to beginning the credit union's all-staff hands on training. Once the hands-on training has started, the Education Coordinator will report daily to their POV Partner.

The Education Coordinator must attend all conversion training, regardless of whether the training supports his or her current position. Because of this responsibility, this person will need to adjust daily work responsibilities during this period.

ESSENTIAL JOB FUNCTIONS

- Attend additional training with POV Partner prior to first training week
- Assist POV Partner with hardware testing prior to beginning the hands-on training sessions
- Set up the Zoom meeting 30 minutes prior to the first scheduled class for each day
- Assist with time management responsibilities (class attendees arriving on time, classes start/end on time, etc.)
- Ensure all users are signed in to CU*Base and all printers to start each training session
- Enforce cell phone policy, control side conversation
- Ensure all attendees are engaged and participating in training
- Address any questions with the POV Trainer to keep the whole class on the same page
- Assist in troubleshooting issues that may arise in training with Zoom, hardware, or CU*Base
- Meet with POV Partner at the end of each day to discuss how the day went

JOB QUALIFICATIONS

- Excellent verbal communication skills
- Ability to complete online courses twice for working knowledge/familiarity of CU*BASE
- Ability to maintain a positive morale for yourself and team members
- Ability to attend all of the courses during the hands-on POV training sessions leading up to the conversion
- Ability to control a training room of team members when needed (curb conversation, cell phone usage, etc.)
- Ability to address technical issues when needed
- Ability to start and end video conferencing for the entire POV training process (2-4 weeks)
- Ability to deliver software support to any employee personality style
- Ability to attend daily touch base meeting with CU*Answers POV Partner to provide feedback on training

WORK ENVIRONMENT & PHYSICAL ACTIVITIES

Presence-Over-Video (POV) operates in a professional office building setting, typically, a classroom at the credit union's designated training location. This location is used for the entire POV training period as documented in the credit union's education plan. The Education Coordinator must maintain a professional training environment by continually circling the room to assist employees. This team member will also need to be back in the training room 15 minutes before the lunch break is over to start the Zoom session and ensure afternoon sessions begin promptly. As such, this could result in overtime for the Education Coordinator.

Employee Signature _____ Date _____

Submit To: _____