

## JOB DESCRIPTION

Position Title	Department	Reports to
Education Coordinator	Education	Educational Operations Manager
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	12/21/20

### POSITION SUMMARY

The Education Coordinator is responsible for scheduling education courses and providing customer support to host facilities, candidates, instructor trainers and seminar leaders. This position has significant input on education policies and department decisions and will document and distribute information as necessary.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Schedule instructor courses across all US Sailing disciplines. This includes confirming viability of host organization and contracting an appropriate, certified Instructor Trainer or Seminar Leader. As all Trainers and Seminar Leaders are contracted employees, this requires the Education Coordinator to be proactive in finding available, qualified, representatives while minding travel costs.
- Develop external relationships with key contacts (volunteers, program management staff, Regional Training coordinators and others) in designated scheduling areas to coordinate efforts, determine scheduling demand, and to best serve the needs of the region.
- Monitor certifications of contract employees to ensure compliance, including SafeSport and background screenings.
- Demonstrate a thorough working knowledge of programs, policies and procedures to understand, uphold, communicate and clarify those to contract employees, volunteers, and members.
- Establish expertise on all current courses, course packages and materials, seminars, channels, programs and external requirements such as SafeSport, NASBLA, USCG approved courses, etc.
- Provide support for all course requests including contractor travel and logistics, questions regarding pre-requisites, course specific materials and requirements, course schedules, registration status, course location and availability and general Education Department policies.
- Collaborate with other US Sailing departments to ensure a positive experience from registration to certification.
- Advise Adult, Youth and Race Administration Department staff on courses, issues and concerns regarding promotion and enrollment.
- Decision making responsibility regarding policies, must practice critical thinking, exercise sound judgement and reasoning skills to best serve members in delicate situations including deadline extension requests, cancellations, and withdrawals.
- Extensive working knowledge of the US Sailing database, including troubleshooting and collaboration with IT department for maintenance and enhancement.
- Utilize all resources available to ensure that a customer has a positive experience with US Sailing. To assist with this, Education Coordinators, at their discretion, may facilitate any transaction with up to a \$500 value. This can include course transfers and enrollments.
- Other duties as assigned.

**MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- A detail-orientated customer service professional.
- Excellent written and verbal communications.
- Must possess excellent organizational and prioritization skills along with the ability to multi-task and problem solve.
- High School Diploma is required.
- 1+ years experience working with a database.
- Proficient in Microsoft Office and familiarity with all forms of office equipment.
- Experience in a Sail Training program preferred.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

**OTHER**

- Possess the highest integrity and values consistent with those of US Sailing.
- Importance of being a team player: All US Sailing employees are expected to be exceptional team players.
- Growing Membership: Each employee is expected to assist in growing US Sailing membership.

**NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

**Reviewed with employee by**

Signature: \_\_\_\_\_ Name (print): \_\_\_\_\_

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

**Received and accepted by**

Signature: \_\_\_\_\_ Name (print): \_\_\_\_\_

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

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.