

Neighborhood Development Center Position Description
Full-Time Training Coordinator
Salary/Hourly Wage: DOE

Position Purpose

The Training Coordinator position is responsible for coordinating various NDC micro entrepreneur training classes and workshops for new and existing small businesses. The Program Coordinator acts as a liaison for entrepreneurs, neighborhood partners and trainers to provide assistance and support as needed as well as providing administrative support in data entry. The Program Coordinator reports directly to the Director of Training.

Nature and Scope of Position

Task 1 – Training Program & Workshop Coordination

The Training Coordinator is responsible for coordinating NDC's ethnic and Community micro entrepreneur classes. Both the Neighborhood Partners (NP) and Program Coordinator ensure that the training program is marketed and promoted in the targeted communities.

Task 1 – Performance Standards

1. Assist NP in recruiting for the business training class
2. Mail applications and brochures to applicants that are interested in the training classes
3. Review applications for upcoming classes and manage applications in database, Sales Force
4. Schedule and conduct interviews for upcoming classes
5. Contact NP and discuss class start dates.
6. Attend first class session to welcome students, pass out sign-in sheet and talk about NDC's mission and values
7. Visit at least 2 class sessions outside of first class and graduation, using the Class Observation Checklists to evaluate the delivery of the curriculum
8. Collect tuition fees on the first night of class and generate receipts for students including invoicing for outstanding balances due and monitoring payments
9. Contact students twice via phone during each training cycle to find out how the class is going
10. Arrange for loan/credit presentation with the Trainer as needed
11. Mail graduation invitations to students
12. Verify graduation date and time with the NP and remind them to provide drinks, desserts, and eating utensils
13. Attend graduation; collect evaluation forms, and inform students about NDC's mission and on-going technical assistance support
14. Contact students via phone after class ends to see where they're at with their business plan
15. Prepare and maintain class files, updating any changes as needed in the Salesforce database
16. Respond to e-mails and phone calls from participants that are interested in the training program
17. Assist walk-ins that are inquiring about the training program
18. Ensure that training materials are available at all times such as brochures, applications, etc...
19. Attend community and ethnic events to promote NDC programs

20. Work with the Training Administrator to plan future workshops and look at what topics are most demanding and coordinate facilitators with such skillsets for them

Task 2 – Trainer and Partner Invoices

Review and submit invoices for processing to the Accounting Department

Task 2 – Performance Standards/Annual Goals

1. Review Invoices from Partners and Trainers prior to having the Director of Training sign off
2. Submit approved invoices to the Accounting Department
3. Contact trainers regarding invoice errors for correction
4. Respond to e-mails from trainers regarding invoices

Task 3 – Database/Data Entry

Task 3 – Performance Standards

1. Support the Training Administrator with scheduling workshops in St. Paul and Minneapolis
2. Distribute workshop flyers at graduations, first night of new classes, interviews and other NDC events
3. Enter training applications into our
4. Mail out flyers and registration forms to NDC alumni
5. Collect registration fees for classes; follow up with those who have not paid, issue invoices and track
6. Monitor and update Sales Force with class attendance and profile as needed
7. Enter one-on-ones upon approving invoices, into student profile in Salesforce database

Knowledge/Skills/Experience Required:

Must have a High School Degree or Equivalent

Minimum of two years working in an office setting

Strong written and oral communication skills

Ability to work with people from a wide variety of backgrounds

Excellent customer service skills

Proficient in using a computer; experience with MS Word, Excel, and Internet is a MUST

1 year of Data Entry experience minimum

(Experience with Salesforce Client Management System a plus)

Experience working with small businesses and non-profit setting highly preferred but not required

Bi-lingual skills in Somali, Spanish, or Hmong preferred

Must be available to work evenings as needed and have reliable transportation

To apply please send cover letter and resume to HR@ndc-mn.org or mail to Human Resources, NDC, 663 University Avenue, Suite 200, St. Paul, MN 55104