

# **WORKFORCE TRAINING AND DEVELOPMENT COORDINATOR**

NTCC- SBDC Building at SLU

## **Job Announcement**

Northshore Technical Community College is accepting applications for a full-time, grant funded, unclassified non-exempt position domiciled at the SBDC Building at SLU. The position is considered temporary as it is based on annual grant funding.

**Applications will be accepted until position is filled, with preference being given to those received on or before December 18, 2020.**

**All applicants are subject to a background check, in accordance with NTCC Policy HR-020, a criminal history check will be conducted on all new hires. NTCC participates in the federal E-Verify system for identification and employment eligibility purposes.**

**To apply please submit: (1)** a letter of application, **(2)** a resume and **(3)** official transcript (no copies, will accept e-scripts) For a transcript to be considered official, it must be sent directly from the school/college/university to Human Resources at the following address or email:

**Attention: Hiring Manager**  
**Northshore Technical Community College**  
**65556 Centerpoint Boulevard**  
**Lacombe, LA 70445**  
**Telephone number: 985-545-1215**  
**Email: [resumes@northshorecollege.edu](mailto:resumes@northshorecollege.edu)**

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## **Job Summary:**

The Workforce Training and Development Coordinator works directly with the Business and Industry Solutions Director to play a vital role in Northshore Technical Community College's efforts to partner and build positive relations with the local and regional business and industry partners. The Coordinator will drive and support a range of internal and external initiatives that benefit NTCC and the community.

## **Qualifications:**

**Required:** Associates degree in business or related field or a minimum of two years relevant experience. Knowledge of Microsoft Office, with proficient skills in Word and Excel as well as database management. Ability to set priorities and address competing demands; Willingness to make decisions and research issues; Strong organizational and financial management skills; Professional manner; Good customer relations skills and flexibility; Ability to compose reports and correspondence; Attention to detail; Discretion in dealing with confidential information.

**Preferred:** Bachelor's degree in business or related field with a minimum of 2 years relevant experience.

## **RESPONSIBILITIES:**

- Work with external vendors to schedule classes, acquire exam codes, obtain quotes and invoices, etc.

- Work with Registrar to transfer student information into Banner to complete the registration process
- Coordinate with Registrar to create courses in Banner
- Communicate with Finance to apply appropriate fees to courses
- Monitor enrollment in courses to assist in determining cancelling or rescheduling a course, adding additional sections, etc.
- Print course completion certificates and certification cards and mail to students
- Ensure Industry Based Certifications are awarded to students in Banner
- Extract course and student information from Ed2go and input into Banner
- Complete and print completion certificates for Ed2go courses and mail to the student
- Complete staffing requests for instructors
- Complete purchase requisitions
- Assist in promoting courses by creating promotional flyers, social media posts, emails, etc.
- Collaborate with Strategic Initiatives Coordinator in promoting courses/programs
- Request student refunds from Finance
- Answer inquiries about non-credit, Workforce courses and programs offered
- Send rosters to instructors and proctors
- Work with campus deans to secure classroom space for courses
- Coordinate with Director of Workforce Training and Development on college and system-wide initiatives and provide appropriate support
- Assist in recruiting instructors and on-boarding of new instructors
- Assess business and industry needs when deemed necessary

#### **SPECIAL SKILLS AND ABILITIES:**

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**SKILLS** are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: analytical skills, applying assessment instruments, interpersonal skills, planning and managing projects, preparing and maintaining accurate records, quality customer service skills, using pertinent software applications, verbal and written communication skills, customer and student focus, supervisory and management skills, diplomacy skills, presentation skills, collaborative skills, and strong organizational and planning skills.

**KNOWLEDGE** is required to perform advanced math; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: pertinent codes, policies, regulations and/or laws, working with diverse populations.

**ABILITY** is required to gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of varied types and/or purposes. In working with others, independent problem solving is required to analyze issues and create action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is limited to moderate. Specific abilities required to satisfactorily perform the function of the job include: adapting to changing work priorities, working and communicating with culturally diverse groups (service area, parental, governmental agencies) – both

written and orally, establishing effective relationships, maintaining confidentiality, meeting deadlines and schedules, setting priorities, working as part of a team, and ability to travel.

Must be able to communicate effectively in both written and verbal form. Must have the ability to follow instructions and prepare accurate paperwork. Must maintain confidentiality of work related information and materials. Must establish and maintain effective working relationships.

Excellent customer service skills. Equipment Used: Personal Computer and other equipment associated with a general office environment (copier, telephone, fax, etc.) 3. Software Used: A variety of word processing, spreadsheet, database, e-mail, and presentation software. Employee must have basic to intermediate proficiency in the use of Microsoft Office Suite. Experience in Student information systems as well as is preferred.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this Job, the employee is regularly required to sit; use hands to handle or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**INTERPERSONAL SKILLS:**

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

**WORKING CONDITIONS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

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**Northshore Technical Community College is an Equal Opportunity Employer**

In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran's status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.