



**Title:** Training & Development  
Coordinator

**ID:** 10014

**Department:** Member Practice

**Reporting To:** Supervisor, Training &  
Compliance

**Pay Grade:** 7

**Created Date:** February 2, 2017

**Range Min:** \$ 54,219

**Range Max:** \$ 73,356

### Position Summary

Reporting to the Supervisor Training and Compliance, the Training & Development Coordinator is responsible for all aspects of the effective creation and curation of professional development offerings. The training coordinator will have an appetite for advancement and source, create, curate or collaborate as necessary to bring dynamic and engaging training to CREB® members and staff, in both ILT and WBT formats.

### Responsibilities

Administer the LMS system ensuring content is always current and functional and learner outcomes are adequately tracked and assigned

Build and maintain content for ILT (instructor lead training) and WBT (web based training) delivery; including story boarding, WBT authoring, Power Points, learner and facilitator guides as well as learner activities and lesson timing

Research content and, liaise, and manage SME's (subject matter experts)

Support instructor recruiting, auditing, training and coaching

Schedule and monitor instructors for course delivery, submit invoices for payment

Ensure instructor feedback is logged and tracked and provided to the instructors in a timely fashion

Ensure all course materials are ordered, accurate and prepared for course delivery including inventory management

Ensure course materials are available for instructors in a timely and accurate manner

Prepare reports and metrics to track training goals

Respond to training team communications and content concerns/suggestions

Manage and track course content and ensure it is updated as required

Some presentation and public speaking as required

Other duties as assigned by Manager

### Education Requirements

Degree / Diploma	Program of Study	Designation Required	And / Or
	Adult Education		

### Experience Requirements

Years of Experience	Type of Experience
3-5	Adult Education

## Other Certification &/or Licensures

Certificates in WBT design and e-learning, adult education, curriculum and content development.

## Additional Qualifications

## Core Competencies

### Our Core Value Competencies

0%

#### We Value Integrity

By acting with honour, honesty, care and compassion - we strive to always "do the right thing". We show respect for: members, the organization, our team and colleagues.

#### We Value Transparency

We recognize that everyone brings value and expertise - by sharing our time and knowledge, we all contribute to CREB®'s success. We enjoy working together and supporting each other.

#### We Value Commitment

We strive to give our best effort to deliver results for members and the CREB® team. As CREB® employees, we "have each others back".

#### We Value Collaboration

Information sharing happens across the organization - the rationale behind decisions is shared and feedback is encouraged. Direction and expectations are made clear - we know where CREB® is going and what part we play.

#### We Value Our Members

As CREB® employees we personally demonstrate that members are a high priority. We identify members needs and expectations and respond to them in a timely and effective manner.

## Skills and Abilities

### Training and Development

Ensures that staff and members get a sufficient amount of orientation, training and developmental opportunities to maximize their chances of being successful in their assignments. Views training and development as an investment in employees and members and uses mentoring, cross-functional assignments, job rotation or other on-the-job learning opportunities to enhance the depth and breadth of skills and experience. Also encourages self-development activities. This is in contrast to those who provide little or no orientation to the organization, view training as an expense and something to be rationed on a selective basis, and tend to focus almost entirely on today's needs and demands instead of ensuring that employees are being prepared for tomorrow's challenges.

35 %

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### Managing Multiple Priorities

20 %

Handles multiple assignments and priorities yet still fulfills all commitments. Readily accepts new responsibilities and adapts well to changes in procedures. Gives appropriate priorities to various work demands. This is quite different from those who struggle to stay focused when faced with multiple priorities; focus only on one or two job

priorities while neglecting others; and/or hesitate, complain or refuse to accept new procedures or assignments.

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**Quality of Work**

Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards. This differs from those who cannot be relied upon to produce high quality work, pay little attention to detail, show little pride in a job well done and/or set a poor example for co-workers or direct reports.

35 %

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**Status Reports**

Keeps manager informed of progress and obstacles related to ongoing tasks or projects. Uses written or verbal status reports to ensure that manager is up-to-date and will not be surprised by the status of key activities, actual expenses or end results. This is quite different from those who delay status reports to the extent that it creates surprises for higher level managers or reduces the probability that issues can be resolved without missing predicted schedules or creating cost overruns.

10 %

**Skills and Abilities - Additional Information**

**Employee Statement of Understanding**

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.