Training and Outreach Coordinator

(Exempt)

Pay Grade: 6

Reports To: Director

Summary:

The Training and Outreach Coordinator ensures excellent services to PrairieCat member libraries. This position coordinates all training initiatives with membership, and performs training in specific modules. This position also coordinates outreach services with member libraries and assures that engagement goals of the organization are met.

Responsibilities:

- Engage with PrairieCat members by visiting members and assisting with the engagement priorities of the organization
- Create and coordinate the member training program, including content, scheduling, and presentation methods
- Plan, prepare, and present training for members in areas of responsibility.
- Create and maintain training materials for staff and members.
- Maintain awareness of best practices and emerging trends by participating in conferences, workshops, and other learning activities.
- Work independently with little to no supervision during part of the working day
- Represent PrairieCat in relevant user groups, associations, and committees.
- Participate in the testing of new and upgraded software.
- Assist Director and Administrative Assistant with member communications, including mailing lists and other methods.
- Provide leadership in PrairieCat governance, user group, and/or committee meetings.
- Act as lead for teams planning and delivering PrairieCat Member Updates and annual conference PUG Day
- Oversee the development and maintenance of the PrairieCat support website, social media presence, and other methods of outreach.
- Oversee and provide support and expertise to PrairieCat members in areas of responsibility via any available channels, including help desk, phone, and site visits.
- Effectively communicate and coordinate with other staff to ensure seamless member support and other PrairieCat activities.
- Working with the Library Services Manager, the Systems Manager, and the Director, this position provides coordination and consulting services to new or upgrading members, and helps oversee the process of onboarding and migrating new members.
• Oversee and carry out strong project management practices throughout the life cycle of special projects, including initiation, planning, execution, controls, closing.
• Maintain logs and reports related to PrairieCat operations, especially statistical reports related to training, member outreach and engagement.
• Oversee, create, and maintain procedural and operational documentation for PrairieCat.

Knowledge and Experience:

• BA/BS required, MLS preferred
• 2 – 5 years library experience; customer service experience required
• 2 years of experience with library automation systems strongly preferred
• Experience in developing and delivering training
• Knowledge of library technology, terminology, and procedures
• Knowledge of member relations management
• Experience working with and supporting clients with various levels of technical expertise
• Experience producing and analyzing statistical reports
• Graphic design and layout skills in print and electronic media preferred
• Fluency in design software (InDesign, Illustrator, Photoshop, Microsoft Office Suite, Canva) and experience with a CMS preferred
• Experience using video editing software such as Camtasia, etc for the production of training materials
• Ability to use extensive workplace technology including email, Internet, office software, remote collaboration tools, and other software.

Skills and Abilities:

• Strong customer service orientation
• Excellent written and oral communication skills
• Ability to effectively lead a team of staff
• Ability to work effectively and collaboratively with member library staff, and to maintain good working relationships with partner organizations
• Takes a collaborative approach to problem solving, with the emphasis on building consensus, relationships, and results.
• Ability to exercise initiative and good judgment, and work without close supervision
• Ability to be meticulous and detail-oriented
• Ability to effectively organize and prioritize work and manage multiple tasks simultaneously

Working Conditions and Physical Requirements:

• Normal office working environment
• Ability to communicate in person and via phone, videoconferencing, and email
• Must be able to input data, read computer screens and printed material, type, file, and operate office equipment
• Must have a valid driver’s license with a clean driving record
• Ability and willingness to work varied hours, extended hours and to travel occasionally on behalf of PrairieCat
• May use personal vehicles (if possible) on occasion for business travel within service area. Mileage is reimbursed using federal guidelines
• Primarily sedentary work, but also requires standing, sitting, walking, stooping or crouching, kneeling, reaching, pushing and/or pulling, talking, hearing, grasping, lifting and carrying light to moderate weight such as books, supplies, and file boxes