

**Position:** Learning & Development Coordinator  
**Type:** Full Time  
**Salary:** \$40,000-\$43,000 based on experience, plus benefits  
**Location:** Volunteer Alberta, Downtown Edmonton  
**Hours of Work:** 37.5 hrs/week

### Description

Do you want to work in an upbeat and vibrant organization focused on social good? Are you interested in developing innovative and creative ways of reaching diverse groups throughout the province to provide services, share knowledge, and make connections? Are you at your best in a fast paced and productive work environment? Are you looking to put your wide range of skill sets to work on interesting projects? Join Volunteer Alberta and help build strength and capacity in Alberta's nonprofit/voluntary sector.

Volunteer Alberta is seeking a skilled individual who is enthusiastic, innovative, organized, accountable and resourceful. You will be primarily responsible for implementing and supporting the day-to-day operational activities of Learning & Development portfolio. Working in a team environment in a shared office space, you will support the customer service, administration and reporting required for our programs and services. In this role you will also liaise with stakeholders and work with other portfolios to help identify trends, find practical and timely solutions to manage issues/concerns from service providers and users, as well as coordinate learning events.

Volunteer Alberta staff and volunteers are a dynamic and fast moving team located in the historic Empire Building in downtown Edmonton. We offer our staff (after completing the probationary period) a comprehensive benefits package including health and dental benefits, three weeks' vacation, contributions towards an RRSPP, monthly bus pass (if required), and an extended break during the winter holiday season. We also invest in the professional development of our staff and will help you develop a plan to grow your professional skills and abilities.

### Primary Duties and Responsibilities include

- Provide front-line support for programs and services, including:
  - Coordination, review and processing of registration, applications, and withdrawals
  - Consultation, coaching, and exceptional customer service
  - Coordination of speaker and workshops requests
  - Screen inquiries requiring next-level information
- Coordinate in-person and online education programs, meetings and events, including recording meeting minutes, ordering catering, supporting facilitation and webinars, and booking venues
- Support development, delivery, evaluation, research, data collection and reporting for programs and initiatives
- Maintain SCiP and VSP web portals, and liaise with Marketing & Communications portfolio and external developers to ensure ongoing improvements to website accessibility and functionality
- Monitor, administer and champion the project management platform for the Learning & Development portfolio and Volunteer Alberta as a whole.
- Participate on internal and external initiatives as appropriate to provide perspective in alignment with strategic priorities



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 @VolunteerAB  
[volunteeralberta.ab.ca](http://volunteeralberta.ab.ca)

### Required Qualifications

- Post-secondary degree or diploma
- Minimum two years of related experience in an office setting, preferably in a coordination role
- Excellent verbal and written communication skills, interpersonal and public relations skills, excellent telephone etiquette
- Experience in customer-focused service
- High level of organization skills
- Intermediate to advanced computer skills with MS Office Suite
- Comfortable with online registration systems and databases
- Experience with presentation, webinar and online meeting applications (GoToWebinar, Camtasia, Jing, Zapier, Prezi, etc.)
- Ability to learn and use new learning technology platforms
- Capacity to work independently and as part of a team
- Self-motivated, demonstrating creative problem solving, and a positive attitude
- High degree of accuracy and the ability to maintain confidentiality and discretion
- Ability to set priorities and maintain flexibility
- Adaptability and willingness to learn
- Must be eligible to work in Canada (i.e., citizen/landed immigrant)

### Desirable Qualifications

- Facility with research and ability to interpret data and analytics, familiarity with evaluation models and tools
- Customer Relationship Management software (CRM), InfusionSoft
- Knowledge of the nonprofit/voluntary sector, client groups and/or related issues
- Work and/or volunteer in a nonprofit/voluntary sector organization

### Application Deadline

September 18, 2019

Please email your resume and cover letter to [volab@volunteeralberta.ab.ca](mailto:volab@volunteeralberta.ab.ca) RE: Learning & Development Coordinator position.

We appreciate your interest in Volunteer Alberta; only those who are selected for interviews will be contacted. Volunteer Alberta is an Equal Opportunity employer. Volunteer Alberta is not responsible for any moving/relocation expenses, should the successful candidate not live in the local area.



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