

TRAINING PLATFORM & LEARNING SUPPORT COORDINATOR VACANCY



REPORTS TO

The Training Platform and Learning Support Coordinator reports directly to the Director, Health & Safety Services

PURPOSE OF POSITION

The Training Platform and Learning Support Coordinator is responsible for the student experience with BCCSA's training technology and course content.

GENERAL DESCRIPTION

Under the guidance of the Director, Health & Safety Services, the Training Platform and Learning Support Coordinator is responsible for delivering a positive experience to students as they interact with BCCSA's training platform. The coordinator is also responsible for collaborating with stakeholders, subject matter experts and course developers to aid in the development of BCCSA's instructor-led and eLearning courses. They will be called upon to use judgment when coordinating safety experts to develop new and update existing courses, creating course descriptions and student instructions, and liaising with technology vendors.

DIRECT DUTIES

The following represent the direct duties of the Training Platform and Learning Support Coordinator. The coordinator may deliver some or all these services directly, and/or lead Training team members and Health & Safety experts to provide these services.

Training Platform & Learning Support

- Edit and publish course content and ensure that courses display and flow on the training platform as expected.
- Investigate and resolve technical issues, and when required, escalate issues to the technology provider.
- Write, edit, and upload course descriptions and student instructions.
- Keep the BCCSA website current with information and resources regarding training courses.
- Create How-To navigation videos for students.
- Develop instructional guides from BCCSA's training platform and eLearning courses.
- Collect, analyze, and report on Training statistics, including student enrolment, licences purchased/used, student satisfaction/feedback, and student success rate.
- Work with the Director and the Training Team to review statistics and survey results and identify areas of improvement.
- Work with the IT Coordinator to investigate and diagnose issues with BCCSA's training platform.

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Course Development & Student Support (in conjunction with safety experts such as Instructors, Regional Safety Advisors, Course Developers)

- Develop new courses, and update existing courses, both instructor-led and eLearning
- Solicit and coordinate stakeholder feedback
- Maintain BCCSA's eLearning course environment

Communications

- Deliver presentations on the NCSO/NHSA designation and other safety programs, as required
- Prepare reports on NCSO/NHSA recertification's and issue communications to NCSO's on the recertification process
- Ensure NCSO/NHSA information on website is accurate and up to date
- Represent BCCSA at trade shows
- Provide excellent customer service to all stakeholders

Other Program Assistance

- Provide administrative and technical support to the Director, Health & Safety Services
- Provide technical support to students
- Assist the Certificate of Recognition (COR) department, when necessary
- Assist the Training Department, when necessary

Human Resources

- Assist in BCCSA's advocacy to promote staff, passion, fun and commitment to excellence in the workplace

Other Duties as Required

SPECIFIC SKILLS AND KNOWLEDGE

The ideal candidate will have:

- ✓ Post-secondary education, either certificate or diploma in Teaching, Adult Education, or Instructional Design, or similar program
- ✓ Hands-on experience with training technology, including Learning Management training content delivery systems, and transactional websites
- ✓ Completion of Health and Safety post-secondary education, either certificate or diploma in OH&S or equivalent training and experience is an asset
- ✓ Experience with HTML is an asset
- ✓ A NCSO or NHSA designation or working towards one of these designations.

Knowledge & Skills

- ✓ Sound knowledge of training course development and delivery best practices
- ✓ Experience with training policy development, course development and student support

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- ✓ Sound knowledge of the construction industry is an asset
- ✓ Sound knowledge of administrative and project processes, policies and procedures.
- ✓ Expert knowledge of the Microsoft Office Suite.
- ✓ Strong knowledge of training technologies, including building content and course flow.
- ✓ Excellent verbal and written communication skills, including copywriting.
- ✓ Excellent organization and time management skills.
- ✓ Clear communicator, and comfortable with difficult conversations with vendors, safety experts and students to ensure the highest quality training experience.
- ✓ Experience using Brightspace / Desire 2 Learn (D2L) or similar LMS

Ability to

- ✓ Take initiative and be accountable for ensuring that work is delivered
- ✓ Prioritize competing tasks, and assign tasks to team members
- ✓ Identify the expertise required to build excellent health and safety courses and to support students, without necessarily having subject matter expertise.
- ✓ Be diplomatic, tactful, and remain calm and curious under pressure
- ✓ Apply good judgement and maintain student and client confidentiality

SPECIAL REQUIREMENTS

- Travel will be required within and outside the lower mainland
- A valid Class 5 Driver's License and access to a vehicle
- An "ambassador" within a team environment

This position is continually reviewed and revised as necessary, at minimum, annually and subject to change.

Interested candidates should submit their resume, cover letter and salary expectations to hr@bccsa.ca.