



Position: Training Coordinator
Date: May 22, 2013

SUMMARY: Consistently provide all customers with efficient and accurate service and support the day-to-day activities of the Customer Service Department, including training, membership, publications, fulfillment, and customer database. Administer training programs.

ESSENTIAL DUTIES:

- Exemplify the AIAG Core Values
 - Customer Driven - Deliver world-class customer service and satisfaction
 - Teamwork - Foster constructive departmental and interdepartmental relations
 - Objectivity - Produce measureable improvement in key departmental processes
 - Bias for Action - Set priorities and deliver complete, accurate, and timely results
- Administer all aspects of assigned training programs, including:
 - Storage and inventory of course/exam materials
 - Maintain course information on website and internal database
 - Process invoices and monthly expense spreadsheets
 - Process results, certificates and auditor cards
 - Coordinate logistics (instructor, venue, material, etc.)
 - Monitor and report class counts, sales, feedback, etc.
 - Confirm and cancel classes, notifying appropriate parties
- Answer customer inquiries regarding AIAG products and services
- Process customer registrations
- Provide problem-solving skills to resolve customer issues
- Monitor various inbound email boxes and respond accordingly
- Be a member ambassador and perform associated duties
- Provide departmental back-up/coverage
- Other duties as assigned

QUALIFICATIONS:

- Associates degree from an accredited College/University and one year related experience.
- Excellent interpersonal, written and oral communication skills.
- Proficient in Microsoft Office (Word, Excel, Outlook, etc.) required.
- Working knowledge of a database software application preferred.
- Detail-oriented and excellent organizational skills.
- Able to manage time, multi-task and prioritize.
- Able to work with all levels of employees, customers and vendors.
- Able to lift 40 or more pounds.

Interested and qualified candidates, email resume with salary requirements to hr@aiag.org.
Please list job title in subject line.

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