



Job Description: Training and Education Coordinator

General Overview:

Inform USA serves its members, in part, through training and education. The Training and Education Coordinator will assist the Program and Education Director through regular contact with members who need assistance using the Inform USA Learn site, the location of its Learning Management System (LMS).

Specific duties are outlined below:

- Support Inform USA members who need to establish Learn accounts, including logging in, resetting passwords, troubleshooting with online courses or archived webinars, and CEU transcripts.
- Archive webinars on the Learn website
- Assist with quality assurance issues for agencies with enterprise access and enterprise creator permissions to the Learn site.
- Provide monthly reports about Learn LMS site usage, including active learner count, courses registered, courses completed, webinars registered, and webinars completed.
- Add completed content to the Learn website for learners (new modules, handouts, etc.)
- Fulfill orders for training manuals purchased through Inform USA or for new Platinum members who request them.
- Assist in creating teams on the Learn website, managing team content, assigning team managers, and providing technical assistance to team managers when needed.
- Host webinars when the Program and Education Director is unavailable.
- Cross-train with the Accreditation Director to provide backup as needed for communication with accreditation applicants.

- Additional job responsibilities as needed.

Education and Experience:

- Master's in Social Work required; licensing not required, although preferred.
- At least one year experience in information and referral-related field.
- Previous experience managing a Learning Management System is strongly preferred.
- HTML coding experience is helpful but not required.

Work Environment:

- Inform USA is a fully remote work environment.
- A stable internet connection is required to host Zoom meetings and webinars when needed.
- Distraction-free work environment
- Some travel may be required, i.e., for professional development or the Inform USA National Conference.

Supervision

The Training and Education Coordinator reports to the Director of Programming and Education.

Salary & Benefits

The salary for this position is negotiable and will depend on experience and credentials. Full-time employee benefits include:

- 401K retirement plan with 4% matching contribution
- \$1,000 annual technology and office supply stipend
- Flexible working schedule
- Two weeks paid vacation (1 week is available after first 90 days of employment and the full 2 weeks are available after six months of continuous employment).

EEOC Statement

Inform USA is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Inform USA's perspective on Diversity, Equity, Access, and Inclusion

Inform USA is the driving force behind delivering quality information and referral services. Our unwavering commitment to diversity motivates us to be a beacon of belonging and embrace the richness of our human experience. Cultural intelligence and empathy are priorities in our education, training, and standards for the sector. We believe all people should feel heard and be able to access help no matter who or where they are.

About Inform USA

Inform USA was formerly the Alliance of Information and Referral Systems or AIRS. The organization is a professional membership association for community Information and Referral (I&R). Our membership includes representation from 211, 988, Area Agencies on Aging, Disability Networks, Libraries, all units of government, and others who connect people to resources. Inform USA is the driving force behind the delivery of quality information and referral services and the sole source for standards, program accreditation and practitioner certification for our members.