

Coordinator: Registration and Training Events

SafeGuards is looking for a dynamic and organized person, who will be responsible for the operational aspect of both virtual and in-person training. Working with a small staff team and contracted trainers, you will enhance Safeguard's capacity and expand learning opportunities across the human services sectors. Join SafeGuards Training to make a difference in the lives of children, youth and adults impacted by trauma.

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Are you longing to make an impact using your exceptional organizational and administrative skills to support a seamless learning experience for a diverse audience? Do you want to tap into your passion for event management and work with a learning team to create impactful training? Do you pride yourself on providing excellent customer service representing an organization making a social impact? If you've answered yes, we'd love to talk to you!

Join SafeGuards Training to make a difference in the lives of children, youth and adults impacted by trauma. SafeGuards is a non-profit partnership of five provincial associations that produces relevant and responsive training related to trauma and trauma-informed practice for professionals.

We are looking for a dynamic and organized person, who will be responsible for the operational aspect of both virtual and in-person training. Working with a small staff team and contracted trainers, you will enhance Safeguard's capacity and expand learning opportunities across the human services sectors. We serve those who work in areas such as: mental health, developmental services, child welfare/well-being, residential services, transition homes, victim services, youth justice, children's treatment centers, education and health.

Principal Responsibilities:

- Responsible for registration and operational logistics for open enrollment trainings (In-Person and Virtual) and in-service to ensure an efficient and well-managed process.
- Ensure training requirements are met for the Therapeutic Crisis Intervention (TCI) program.
- Implement meeting planning practices to ensure a high-quality and positive training experience.
- Ensure high quality customer service with clients, trainers and vendors to facilitate positive relationships.
- Look to improve efficiencies within the job and the overall processes and make recommendations to support improvements.
- Work with the staff, contracted services, and trainers to meet Safeguards Strategic Plan and the related Annual Goals.

REGISTRATION

- Responsible for all aspects of the registration process, ensuring participants receive information and materials in a timely manner.
- Maintain accurate data related to registration for each training events.
- Update related reports on a regular basis and ensure the database is current.
- Monitor payments, issue reminders as needed.
- Distribute certificates in a timely manner and maintain records.
- Assist is searching out an improved registration system.

CUSTOMER SERVICE

- Practice excellent customer service and respond in a timely manner.

TRAINING LOGISTICS COORDINATION

- Seek out venues, catering, AV to meet training needs for in-person trainings.
- Negotiate venue contracts and book all trainings or meetings.
- Coordinate logistics specific to each training and trainers needs.
- Liaise with printers regarding training materials.
- Coordinate distribution of training materials, for both classroom and virtual training.
- Check attendance records, distribute certificates in a timely manner, maintain records.

TCI BOOK SALES

- Ensure adequate inventory of sales items and respond and fulfill orders in a timely manner.

GENERAL ADMINISTRATION

- Ensure appropriate supplies for office and training
- Coordinate shipping/ mailing
- Maintain equipment and related supplies .
- General administrative support as needed.

Qualifications

- Related University or College degree/diploma, or equivalent work experience.
- 3-5 years work experience in training, conference/event management or related work.
- Great project management skills and ability to coordinate work with others.
- Organized with great attention to detail and ability to multi-task, prioritize and problem solve.
- Dependable and able to work to deadlines.
- Experienced in using Microsoft 365, registration, learning management systems (LMS) and CRM.
- Self-motivated and proven ability to work within a small team
- Strong customer service and interpersonal skills: can establish good working relationships with customers and trainers

- Flexible, adaptable, exceptional interpersonal skills and team player.
- Strong written and verbal communication skills.
- Bilingual (English and French) will be considered an asset
- Occasional short-distance travel may be required in searching out venues
- The successful candidate will be required to provide proof of vaccination against COVID-19 as a condition of employment.

SafeGuards hires on the basis of merit and is strongly committed to equity and diversity.

The position is based out of SafeGuard's office at 100 York Blvd., Suite 120, Richmond Hill, Ontario, however remote work will be required when public health protocols requires it.

Interested Individuals are asked to submit a current Resume and Cover Letter as soon as possible to Leslie Atkinson, Executive Director at leslie@safeguards-training.net.

We thank all those who apply, however, only those chosen for an interview will be contacted. Throughout the recruitment process, SafeGuards will make every effort to accommodate any needs of candidates under the Human Rights Code and the *Accessibility for Ontarians with Disabilities Act (AODA)* upon request.