

Title	Training Administrator
Reports to	Training & Development Manager

### Job Role/Key Areas of Responsibility

**Job outline:** The Training Administrator is responsible for providing outstanding customer service to EF staff applying for and currently studying training courses provided by the Teacher Recruitment & Training (TRT) department. They work on a national level, collaborating with staff in centers across China to ensure the smooth running of EF onboarding training and EF Trinity CertTESOL and DipTESOL courses and with staff outside EF (e.g. Trinity).

### Roles and responsibilities:

- Processing applications for CertTESOL, DipTESOL, IDLTM, distance learning courses
- Process payments from Trinity and the University of Queensland
- Collecting details of regional training from EFEC In-Center trainers and publishing Regional In-Center Training Calendars
- Tracking training attendance for all types of training
- Tracking progress of candidates on current courses
- Printing certificates for distance learning courses and mailing certificates to graduates
- Registering candidates with Trinity
- Arranging visa support for external and internal trainers and assessors (e.g. CertTESOL, DipTESOL, IDLTM)
- Updating ef-teachers.com with courses, spaces, etc.
- Booking rooms for training in Beijing, Guangzhou, Shanghai, Shenzhen
- Collecting feedback from trainees on courses
- Creating internal marketing materials to promote courses (e.g. course graduate emails, training “Wall of Fame”, etc.)
- Uploading course content to Blackboard
- Administrate Blackboard (upload candidates, open courses, close courses, upload course content)
- Ordering training materials and processing internal requests
- Assisting in delivering certain aspects of onboarding training (e.g. City Orientation, etc.)
- Booking train tickets, hotels, etc. for trainers
- Mentoring Teacher Recruitment & Training storage space
- Monitoring complaints and training support email
- Other duties as they arise

### Necessary skills:

- B2 level written and spoken English
- Excellent organizational skills and ability to work to deadlines
- Ability to communicate with stakeholders at a various levels in multiple products
- Detail oriented, familiarity with Blackboard or similar Learning Management Systems would be a distinct advantage

**Career plan:** This is a position for people who want to develop their skill set both in customer service through interacting with multiple stakeholders and both internal and external customers as well as becoming more familiar with Human Resources functions.

# TRAINING ADMINISTRATION ASSISTANT COMPETENCY SET

Builds transformational relationships	Exceeds all expectations & creates profitable business opportunities	Drives customer expectations and sets CR benchmarks	Influences across all levels of the organization	Resets performance benchmarks	Takes action for the customer	Communicates a compelling vision	Makes complex plans and analyses
Establishes a collaborative culture	Actively develops an entrepreneurial culture	Exceeds customer expectations & creates long term relationships	Promotes & sustains mutual understanding & buy in	Delivers best in class performance	Takes personal responsibility	Positions self as someone who leads	Sees multiple relationships
Has a proactive collaborative approach	Works independently & makes creative decisions	Promotes team culture of exemplary CR	Uses various techniques to get buy in	Delivers high performance consistently	Maintains clear communication	Takes care of group	Sees basic relationships
Supports and engages with others	Demonstrates creativity & initiative	Creates meaningful customer relationships (CR)	Effectively adapts message for maximum impact	Delivers consistently	Follows up	Promotes team effectiveness	Breaks down problems & identifies tasks & activities needed
Responds to others in a positive manner	Addresses current opportunities and problems	Has a customer perspective on issues & projects a positive manner with customers	Successfully engages in communicating with others	Achieves all set tasks	Desires to identify and serve customers	Keeps people informed	Analyzes problems systematically, organizes information
<b>Building Relations</b>	<b>Entrepreneurial Orientation</b>	<b>Customer Orientation</b>	<b>Effective Communication</b>	<b>Results Orientation</b>	<b>Service Orientation</b>	<b>Motivational Support</b>	<b>Problem Solving &amp; Judgment</b>

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_