
Job Family: Administrative Services

Job Title: Training Services Coordinator

Job Attributes

Bargaining Unit Status:	Non-Union
Reports to:	Lead /Supervisor/Manager/Director
FLSA Status:	Non-exempt
Job Code:	600279

Job Summary

This paragraph summarizes the general nature, level and purpose of the job.

The Training Services Coordinator provides the process administration and data base maintenance for the hospitals training programs. Schedules education and orientation programs; registers participants; prepares classroom materials; coordinates logistics; assists in facilitating new hire orientations; manages department calendar; maintains online training system; and assists with department projects as requested.

Essential Functions

The essential functions listed are typical examples of work performed by positions in this job classification. They are not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks, and responsibilities. Employees may also perform other duties as assigned.

Employees must abide by all Joint Commission Requirements including but not limited to sensitivity to cultural diversity, patient care, patient's rights and ethical treatment, safety and security of physical environments, emergency management, teamwork, respect for others, participation in ongoing education and training, communication and adherence to safety and quality programs, sustaining compliance with National Patient Safety Goals, and licensure and health screenings.

Employee must perform all duties and responsibilities in accordance with the C-I-CARE Standards of the Hospital. C-I-CARE is the foundation of Stanford's patient-experience and represents a framework for patient-centered interactions.

- Administers Training programs. Assigns access to employees, prepares notifications, tracks and records completion result, serves as the primary point of contact for inquires and issues, updates training records, facilitates annual enterprise-wide renewal program.
- Performs other administrative function such as processing of expenses, purchase order reconciliation, etc.
- Performs project work of varying scope and complexity such as process automation or simplification
- Prepares presentation materials, excel spreadsheets, edits course materials and provides other routine program support to staff in the administration and delivery of education programs.
- Provides program support for classes such as facilitating portions of new hire orientations and provides basic technical support in the handling of projectors, laptops, DVD players, audio visual equipment, etc.
- Schedules multiple education and orientation meetings coordinating the training with the department and staff calendars.

Job Description - continued

- Coordinates and arranges for all logistics such as training facilities, preparation of materials, ordering of equipment and supplies and catering.
- Prepares and manages accurate file systems in a manner that is consistent with standard office practice.

Minimum Requirements

Education: High School diploma or GED equivalent

Experience: Two (2) years of progressively responsible and directly related work experience interacting with clients, customers and/or patients in a complex environment.

License/Certification: None

Any combination of education and experience that would likely provide the required knowledge, skills and abilities as well as possession of any required licenses or certifications is qualifying.

Knowledge, Skills, and Abilities

These are the observable and measurable attributes and skills required to perform successfully the essential functions of the job and are generally demonstrated through qualifying experience, education, or licensure/certification.

- Ability to coordinate multiple meetings and resources (people, equipment, locations)
- Ability to maintain confidentiality of sensitive information
- Ability to plan, organize, prioritize, work independently and meet deadlines
- Ability to understand and use information technology to drive process changes
- Ability to work effectively with individuals at all levels of the organization
- Knowledge of HIPPA/HITECH regulations
- Knowledge of hospital policies, procedures and safety and health requirements
- Knowledge of local, state and federal regulatory requirements related to areas of functional responsibility.
- Extensive knowledge and understanding of hospital and clinic organization preferred.
- Demonstrated organizational and problem solving skills with the ability to prioritize multiple and diverse tasks.
- Possesses an ability to manage multiple changing priorities.
- Must be able to take direction and work effectively both alone and collaboratively with others.
- Ability to independently seek out and obtain information.
- Ability to exercise good judgment and use discretion in confidential situations.
- Demonstrated written and verbal communication skills required.
- Able to communicate clearly and maintain professional appearance and composure with all types of individuals including faculty, management staff and others.
- Exhibits a professional approach to work including a sense of responsibility for assigned duties.
- Ability to utilize critical thinking skills and time management principles in developing effective work plans to achieve goals.
- Ability and interest in learning new software programs as required.
- Intermediate level proficiency using computer software systems including Microsoft Office, Word, Excel, PowerPoint as well as other office equipment including Meridian phone system, copiers, facsimile, etc.
- Ability to follow safety policies and procedures. Incorporates ergonomic principles in work habits.

Physical Requirements and Working Conditions

The Physical Requirements and Working Conditions in which the job is typically performed are available from the Occupational Health Department. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of the job.

Additional Information