

**American Red Cross  
Greater Los Angeles Chapter**

**Job Description**

**Position Title:** Training Coordinator

**Department:** Emergency and Disaster Response

**Reports To:** Manager, Emergency and Disaster Response Personnel

**FLSA:** Non-Exempt

**I) Position Summary**

The Training Coordinator position is responsible for the administration and oversight of the Greater Los Angeles Chapter Disaster Services training program. The primary functions of the position are to:

- A. Develop and maintain a successful Emergency and Disaster Response training program and training instructor cadre that provide frequent, relevant, and effective training to the cadre of Red Cross Disaster Services staff and volunteers throughout the Greater Los Angeles Chapter.
- B. Provide administrative support, oversight, and act as the primary point of contact for the Emergency and Disaster Response training program including the volunteer support staff, instructors, and all others associated with the operations and capacity building of the Disaster Services training program.
- C. Coordinate with other members of the Emergency and Disaster Response Personnel Resources team (DSHR Coordinator, District Coordinators, and Office of Volunteer Personnel) to develop opportunities for improving recruitment, retention and development of volunteers.

**II) Major Responsibilities**

- A. Administer the Disaster Services Training program.
  - 1. Develop and support the Disaster Services instructor training cadre.
  - 2. Develop and organize semi-annual training schedule.
  - 3. Maintain centralized course registration system.
  - 4. Oversee entry of course registrations into the Learning Management System (LMS).

5. Coordinate and assure timely delivery of course materials to training locations throughout the Chapter.
6. Process course record sheets in a timely manner and enter into LMS.
7. Review course evaluations.
8. Maintain training statistics for monthly and annual reports.

**B. Develop Training Program**

1. Develop and support Disaster Services instructor cadre.
2. Organize and oversee the Chapter's training committee.
3. Organize advanced level and special training opportunities.
4. Promote and process applications for advanced level trainings and Pacific Service Area institutes.
5. Coordinate and liaison with Pacific Service Area training staff.
6. Integrate other internal Chapter and external trainings opportunities into the Disaster Services training program.

**C. Support Chapter Volunteer Management**

1. Work in collaboration with Disaster Services Human Resources (DSHR) Coordinator, District Coordinators, District Chairs and the Office of Volunteer Personnel Department to ensure quality volunteer recruitment and retention.
2. Work in collaboration with DSHR Coordinator to provide the training necessary for targeted promotions of Chapter staff & volunteers in DSHR system.
3. Support external trainings for partner agencies including but not limited to Shelter Operations, Mental Health Services, and Health Services.
4. Organize training as needed for Chapter and National Initiatives.
5. Actively participate in recruiting efforts for new volunteers and in retention efforts for existing personnel.

### **III) Other Dimensions**

- A. As a contributor to the work of an emergency relief organization, extended work hours and/or assignments to a disaster specific task will be required.
- B. Membership in the national DSHR system is required.
- C. Availability to participate on at least one national disaster relief operation assignment per year.

- D. Incumbent will be required to become a certified instructor of basic Disaster Services courses and to teach Disaster Services courses as necessary.

#### **IV) Qualifications**

- A. Education: Bachelor's degree or equivalent work experience.
- B. Experience: Minimum of two years experience in a training or customer service related position. Experience with learning management and/or database systems.
- C. Other: Strong computer skills including Word, Excel, PowerPoint, and various databases desirable. Good communication, presentation, and organizational skills.

**Written by:** Michael Kleiner

**Approved by:**

**Date:** April 2007

**Date:**