Education Coordinator

This position is responsible for coordinating internal (staff) education training templates as well as peer review of training documents, administration assistance for certification systems as well as training of apprentices. This position is responsible for all aspects of external (public) education including teaching, curricula, advertising and enrollment administration for paid and free public classes.

It is a year round position with 8 hours of admin per week depending on the needs of the co-op. Comes with up to a $1 raise over base wage for internal candidates. This position qualifies as level 4 of the wage scale.

Internal Responsibilities:

- Work with department coordinators to create, maintain and improve a system of training and testing templates for all Hub trainings
- Work with department coordinators to maintain certification policies for each department
- Work with department coordinators to review and finalize trainings, ensuring accurate and consistent content.
- Participate in Service Meetings
- Develop, maintain and improve large group maintenance presentations for off-site education opportunities
- Work with service and personnel coordinators to assess apprenticeship goals on annual basis
- Perform the duties of apprentice trainer
    - Read the Apprentice Contract and understand expectations of the Hub and the Apprentice
    - Follow the Training Schedule as Outlined for the Apprentice
    - Be prepared for trainings before they happen (materials, handouts, stars, etc.)
    - Work with the apprentice to find the best way that they learn and retain information, plan out trainings accordingly
    - Expect and be prepared to answer Apprentices questions in a timely, patient manner
    - Be part of apprentice evaluations as laid out in the handbook
    - Ensure that the apprentice is carrying out their part of the Apprentice Contract
    - Work with the service scheduler to schedule the best times for trainings
- Work with Personnel to hire apprentice(s) based on the needs of the co-op
- Create, maintain and improve apprentice benchmarks schedule to ensure consistent and thorough training
- Train apprentice(s) on all hub service procedures and policies
- Work with apprentices to move toward full certification.

External Responsibilities:

- Plan, maintain, and modify class outlines and handouts, see that website content is current and correct
- See that class content meets Hub best practice and safety standards
- Teach all classes (or find a suitable replacement if necessary)

- Train all instructors on curriculum
- Schedule classes to meet demand and advertise these classes by keeping fliers current and keeping Google event calendar updated
- Maintain and improve The Hub Education's refund & cancellation policy
- Maintain and improve a system outlining student purchases
- Maintain and improve a system detailing student feedback
- Present annual report to ownership documenting effectiveness of the department
- Answer all email and phone inquiries about classes
- Maintain class lists for those enrolling in classes and also for those interested in future classes
- Update and inform staff about class schedule and the process for enrolling customers
- Evaluate ways to make classes better, keep prices competitive but profitable, and change curriculum based on feedback received from students from class evaluations
- Work with Marketing to generate ideas for free seminars
- Schedule regular free seminars, see that there is staff teach them, and put them on marketing calendar (ex. Fix a Flat, Winter Commuting, etc.)
- Be accessible to client questions via email

Desired qualifications:

- Skilled mechanic: ability to perform bike overhauls consistently and competently; and wheel building experience on a variety of wheels.
- Good communicator: experience explaining techniques in a clear, positive, and patient way
- Skilled facilitator
- Experienced instructor: ability to multi-task and work with different skill levels while still moving the group forward together.
- Has an interest in sharing knowledge
- Ability to plan ahead, be organized and detail oriented.
- Full certification in Hub service department
- Ability to operate the business outside of regular hours and with no oversight
- Follows Hub's norms and policies

Expected time requirements:

- Flexible scheduling according to time of year
- 8 hours/week of administrative shifts
- Must attend general meetings (2 hours/month)
- Service meetings and trainings 2-4 hours a month
- Flexible scheduling potentially outside of regular shop hours