## COMPANY DESCRIPTION

Founded in 1989, Learn2 focuses on human performance. Yes, our clients win awards for the learning and engagement best practices we design for them. Who doesn't want business-relevant, hands-on programs that achieve lasting behavior change. So your program gets explicitly configured to your participants, your culture, your values and your outcomes so much so that, we become an extension of your team.

Learn2 has empowered leaders and teams to change the way they work. We take away podiums, PowerPoint, and remove the teaching from the learning equation. Learn2's approach puts you, the participants, in the driver's seat. You learn by doing. You interact with other participants and your facilitator to create best practices that enable us all to achieve more with less effort.

Instead of having to absorb information from a lecture, you become an active participant in a hands-on learning experience.

Sound exciting? It is!

## CONTACT US

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# ADMINISTRATIVE COORDINATOR

**Job Description:** Do you take pride in the quality of your work? Do you see yourself as the trusted right-hand go-to person who anticipates requests and get them completed before they are asked? Do you have an eye for detail and work in a highly organized way?

The Administrative Coordinator is primarily responsible for providing full administrative support for client experience. The Administrative Coordinator is responsible for client experience logistics and administration including scheduling and calendar management, orchestrating programs, translation management, tracking data and assisting in developing client reports. You work with a small team to provide the highest quality experience to both our clients. If you are totally this person - then we want to connect. We need an exceptional Administrative Coordinator.

**What does Learn2 have to offer you?**
Opportunities to learn about team, leadership, communications, sales and business skills. Opportunities to collaborate with a group of best practice leaders who are out changing how organizations work. We want someone who is highly ethical, values excellence and works collaboratively to achieve results. You get to work remotely respecting Eastern Time Zone hours.

**Position responsibilities include:**
**Program Administration**

- Responsible for booking client offerings in their internal platform (training provided by client)
- Coordinate pre-program logistics such as venue set up, participant roster collection and preparation, and post-program evaluation data entry
- Schedule pre and post program meetings with the Facilitators and/or Designers and Coaches
- Coordinate and prepare the materials required for unforgettable client deliveries
- Liaise with client to ensure venue logistics of program deliveries are met
- Respond to participant inquiries
- Coordinate production materials
- Compile, analyze and process client feedback and coordinate client follow-up
- Manage the Learn2 Engagement calendar for program holds and firm program dates to ensure the appropriate Facilitators and Coaches are available
- Schedule internal & external pre and post program meetings
- Coordinate program packing and identify creative ways to reinforce the program experience
- Schedule and assign Impact Coaches to each participant and their Accountability Partner(s)
- Enter participant data into database
- Manage and execute communication to participants from outlook or/and CRM system
- Manage and distribute production materials
- Act as administrator for Learning Management System with the ability to make certain changes
- Create fillable PDFs of participant manuals
- Quality assurance of all participant and client facing products such as emails, assessments, surveys, reports
- Manage physical assets and printing requests for delivering live immersive experiences.

**Program Orchestrator:**
- Set-up and test virtual meeting space for programs
- Configure and deploy interactive activities in identified virtual delivery platform
- Review content/make recommendations for delivery based on knowledge of platform features and capabilities
- Perform technology checks with Facilitator in advance of program to ensure preparedness
- Manage the technical delivery of programs: Provide technical guidance and instruction, track timing and deploy interactive activities, act as moderator and provide technical support as needed

**How you will know if you are a fit:**
- 3-5 years experience working as an Administrative Assistant or Program Assistant, ideally in a professional office environment
- You have experience and are comfortable with technology and learning new platforms such as Zoom, Outlook, Adobe Acrobat Pro, Hubspot, SharePoint, Excel, Word, PowerPoint, PandaDoc, etc.
- Verbal and written English communication skills are professional. Verbal and written French is an asset.
- Experience using Adobe Acrobat Pro
- Excellent writing and editing skills
- You work with limited supervision and within a team to meet program delivery and project deadlines
- You resolve practical problems independently
- You have strong analytical and organizational skills
- You are accurate and pay attention to detail
- You consistently meet weekly and monthly deadlines
- You work flawlessly as a remote team member and will work "office hours" on Eastern Standard Time
- You communicate directly and clearly about your needs to achieve the desired result
- Your proof-read everything
- You've effectively managed many projects at the same time
- Your references keenly miss working with you and say you have initiative, are self-motivated with superior organizational and time management skills
- You've learned how to prioritize work so you keep others working and effortlessly handle last minute requests at the same time
- You are mature. You understand discretion, confidentiality, and have sound judgment

**Hours and Location**
Remote with the expectation that you conduct your day on Eastern Standard Time. This is a full-time (37.5 hrs/week), position.

**Travel Requirements**
Occasional travel may be required. Travel expenses are paid for or reimbursed by Learn2.

**Application Instructions**
Please submit the following:
- A cover letter that addresses the skills and qualifications noted above
- Resume (not just your LinkedIn profile)

Screening of applications begins immediately, and applications will be accepted until the position is filled. Learn2 conducts pre-employment screening of all candidates. Please send questions to Amy@Learn2.com.
Learn2 is committed to providing equal employment opportunity and to achieving an inclusive, diverse workplace that values each individual.

**About Learn2**
Learn2 is a learning and development company that is changing the way the world learns. We support client transformations and help them engage their teams and get great business results. We are initiating a world-wide learning and development platform to support clients and learning and development professionals around the world to deliver a higher level of transformation support through learning.