



National Association of State Workforce Agencies (NASWA) Training Coordinator - UI INTEGRITY CENTER

Background on NASWA

The National Association of State Workforce Agencies (NASWA) is the national organization representing all 50 state workforce agencies, D.C. and U.S. territories. These agencies deliver training, employment, career, and business services, in addition to administering the unemployment insurance, veteran reemployment, and labor market information programs. NASWA provides policy expertise, shares promising state practices, and promotes state innovation and leadership in workforce development.

The National Integrity Academy is dedicated to providing high quality integrity-related training programs and materials to state administrative agencies through a series of certificate programs. The certificates are:

- **UI Operational Integrity** - Provides detailed training on the common causes and the prevention of improper payments.
- **UI Fraud Investigation** - Provides training ranging from basic investigation skills to preparing for and testifying in criminal prosecution of fraud cases.
- **UI Program Leadership** - Provides training to new and emerging leadership staff in establishing a culture of "Everyone Owns Integrity" within state UI programs.
- **UI Tax Integrity** – Provides detailed training on integrity related employer tax topics including auditing and investigation of employer fraud schemes.

The Center's National Integrity Academy is seeking a qualified candidate to fill the position of Training Coordinator.

Brief Overview of Position

The Training Coordinator will support the Integrity Academy by serving as the coordinator of the eLearning development contract, training logistics coordinator, and administrative coordinator. The Training Coordinator will work with the Project Manager and the Lead Instructional Designers to ensure that all eLearning deliverables are produced in accordance with the established schedule and that resource needs are proactively identified to ensure adherence to the deliverable schedule. The Training Coordinator will track deliverables from the Instructional Design team to the eLearning vendor and from the vendor back to the ID team throughout the eLearning development lifecycle. This will involve working with a multitude of diverse contracted consultants, vendors and other professionals.

The Training Coordinator will also work with states and Academy trainers to plan and arrange instructor-led training programs as needed or requested.



The Training Coordinator will also serve as the Academy's portal and LMS administrator. In this capacity, the Training Coordinator will ensure that documents maintained on the Academy's portal are current, organized for easy reference and accessibility. As the LMS administrator, the Training Coordinator will assist in the implementation of the new NASWA learning management system, process Academy enrollments to assign appropriate LMS credentials to learners, run reports and troubleshoot when necessary. Strong SharePoint skills are required as both the Portal and the current LMS are SharePoint systems. The Training Coordinator will develop reports and participate in project planning and stakeholder meetings as needed and requested. While the majority of these meetings will be conducted via Zoom or electronically, attendance may require travel to locations throughout the country.

Finally, in addition to the duties outlined above, the Training Coordinator will also design and develop Academy and NASWA Learning lessons as assigned. These duties include working with subject matter experts to identify content, design lesson storyboards and develop storyboards into eLearning lessons utilizing eLearning authoring software.

Candidate will have a strong aptitude for learning new software packages, be detail-oriented, and have strong organizational skills. Knowledge of SharePoint is a must. The ideal candidate will have strong instructional design skills, including the ability to develop lessons in Articulate Storyline. Desirable attributes include: experience with scheduling software, knowledge related to eLearning development, and a basic understanding of unemployment insurance programs. A demonstrated ability to work independently and make continual positive contributions is essential.

EDUCATION/EXPERIENCE REQUIREMENTS

Education:

Bachelor's degree from an accredited four-year college or university. Master's Degree in Instructional Design preferred.

Experience, Skills And Abilities:

- Strong interpersonal, planning, and organizational skills;
- Strong SharePoint and/or ShareKnowledge skills;
- Skilled at listening, reading, managing time, learning, identifying problems, and perceiving business and social situations;
- Ability to set and adjust priorities for completing tasks under the guidance of the Project Manager, Lead Instructional Designer and Center Leadership Team;
- Ability to perform multiple tasks simultaneously while adhering to deadlines;
- Professional demeanor toward colleagues and project stakeholders;
- Strong oral and written communication abilities;
- Reliable, responsible, composed, honest, ethical, tolerant of differences and willing to change as required;
- Proficient with Microsoft Office products, particularly Word, PowerPoint, Excel and Outlook;



- 3-5 years of solid instructional design experience;
- 2 or more years of experience in eLearning lesson development utilizing the eLearning authoring software, Articulate Storyline.

Competencies:

- A basic understanding of Unemployment Insurance operations and/or programs at the state or national level;
- Strong interpersonal, planning, and organizational skills;
- Skilled at listening, reading, managing time, learning, identifying problems, and perceiving business and social situations;
- Strong reading comprehension and analytical skills;
- Ability to set and adjust priorities for completing tasks under the guidance of the Project Manager, Lead Instructional Designers and Center leadership;
- Complete multiple tasks simultaneously while adhering to deadlines;
- Professional demeanor toward colleagues, project stakeholders and members of the Association;
- Possess strong oral and written communication abilities, with the ability to apply the rules of composition and grammar correctly;
- Reliable, responsible, composed, honest, ethical, tolerant of differences and willing to change as required;
- Proficient with Microsoft Office products, particularly Word, PowerPoint, Excel and Outlook;
- Proficient in Articulate Storyline;
- Strong instructional design skills.

Job Details

Location: The position is a remote/telework position.

Title: Training Coordinator

Report to: Amy L. Smith, MA

Term: Full Time

Salary: \$65,000 annually

Travel Requirements: Intermittent travel, as needed, around the United States (and possibly US territories).

How to Apply: Submit resume by July 1, 2019 to amy.smith@naswa.org