

Job Title: Warehouse Training Coordinator

Organization Description: Isles Inc. is a nationally recognized community development and environmental organization devoted to fostering more self-reliant families in healthy, sustainable communities. Effective job training and placement for unemployed individuals is central to the mission of Isles.

Position Description: The Warehouse Training Coordinator is responsible for delivering instruction and training in warehouse/forklift skills that will prepare participants for entry-level employment in warehousing and logistics. S/he is responsible for successful development of participant skills, knowledge, and attitudes commensurate to the goals of the program and effectively using training materials and equipment to meet project goals. S/he supports further development of training program/materials (including training manuals, multimedia visual aids, and other educational materials) and oversees the training program. Training can include, but is not limited to: warehouse SOPs including receiving, put away, shipping and packing; safety; business systems, work readiness, pre-employment skills, math, reading and computers. S/he identifies ways to improve the training program to support project objectives. S/he provides reports and feedback to management for the purpose of adjusting the program to meet ever changing business needs.

Essential Functions

- Utilize research and general industry knowledge in the effective development, implementation, maintenance and presentation of a formal training program for entry level warehouse positions.
- Use current and develop new teaching aids such as training handbooks, demonstration models, and multimedia visual aids to assist student learning.
- Provide effective coaching and mentoring to trainees.
- Identify potential training needs and develop applicable training material.
- Analyze instructional situations and develop an effective course of action to achieve maximum learning by the students. Responsible to effectively teach knowledge, concepts, and skills encompassed within the curriculum.
- Support placement of students and provide post placement support.
- Observe and evaluate trainees to measure progress and to evaluate effectiveness of training. Modify methods and procedures or plan and establish new methods as necessary based on record keeping of trainee progress during and after training.
- At the completion of student training, submit a report of the total number of hours of training the students received and the related skills achieved
- Develop budget to meet grant/project goals and manage all aspects of work against that budget.
- Accurately and punctually submit all forms and information needed for grant/project reporting and program evaluation.
- Attend staff meetings and other meetings as required by the Managing Director.
- Other duties may be assigned to meet business needs

Education, Skills and Experience

- Bachelor's degree from an accredited college or university in Training and Development or an applicable business related discipline; or a combination of education and experience that would provide the required knowledge, skills, and abilities
- At least 3 years of applicable training experience
- Warehouse experience
- Warehouse Worker/Forklift Certification
- Proficiency in MS Office applications (Word, Excel, PowerPoint, Outlook)
- Certification such as ASTD (American Society for Training and Development) preferred
- Demonstrated teaching skills and proficiency in effective adult instructional techniques
- Experience developing, analyzing, and measuring instructional training programs
- Knowledge of warehousing and forklift operations; safety, business and management practices; warehouse equipment operation, and usage of computerized information management systems for warehousing
- Ability to follow instructions and work independently without constant supervision; analyze instructional situations and develop an effective course of action to achieve maximum learning by the trainees; and work effectively with Supervisors in developing training and training plans
- Ability and skill to supervise adults in an instructional setting, and operate audio-visual and other instructional equipment (hand held computers, bar code scanners, etc.)
- Excellent written and oral communication skills. Ability to communicate professionally with all levels of management, trainers and trainees.
- Excellent interpersonal communication and presentation skills
- Problem solving, decision making and creative thinking abilities

Independent Decision Making/Job Complexity

- Supervisor defines assignment's objectives, priority, deadlines and assists employee with unusual or first-time situations. Employee plans and executes the assignment, as well as handles problems. Completed work is evaluated for appropriateness. The methods used are not reviewed in detail.
- Responds appropriately and accurately to situations
- Strong sense of teamwork to accomplish departmental and organizational goals
- Strong organizational and follow-up skills
- High sense of urgency to accomplish projects and goals and meet deadlines
- Detail oriented
- Flexibility and adaptability is essential as projects, priorities, and work volume can change. "Let's get it done" attitude is key to success

Reasoning Ability

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Maintains confidentiality; does not share information with other personnel

Language Skills

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Listens and processes information accurately
- Ability to speak effectively before clients or employees of organization.
- Ability to respond to questions from staff, clients, and the general public.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to calculate figures and amounts such as percentages, discounts, interest

Physical Demands

- This job requires that weight be lifted or force be exerted as follows: up to 10 pounds occasionally.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this job. They are not an exhaustive list of all duties and responsibilities associated with it.