Open Position – Education Coordinator

Date of Hire: May 1, 2021
Job Type: Full-Time
Reports to: Director of Education Operations

General Description

The CBA Education Team is responsible for delivery of education and talent management solutions to prepare the next generation of retail bank leadership. This role is responsible for operational support of all education programs to ensure seamless delivery of both the Executive Banking School and Advanced Education programs delivered to member banks, both in-person at their training venues (onsite) and virtually. The backbone of CBA is its committee structure and this role also supports the industry through serving as a liaison for a CBA Committee.

Duties and Responsibilities

- Advanced Education Operations
  - Coordinate with faculty and manager to prepare, organize, and ship all materials and equipment for onsite sessions. Provide onsite operational support and logistics. Maintain and manage inventory of all supporting materials and equipment.
  - Coordinate with faculty and manager to prepare and organize the appropriate electronic meeting solution and ship materials for virtual sessions. Provide remote operational support and logistics.
  - Post-session management of invoicing and session evaluation reporting.

- EBS Operations
  - Develop, update, and maintain technology used for EBS. This includes preparation of faculty directory, the upload of course presentations, and student directory management.
  - Process student applications, and track and report registration progress.
  - Support all tracking and coordination of post-session course assignments.
  - Prepare education invoices and update audit tracking as payments are received.

- CBA Engagement
  - Update CBA master calendar and department master calendar with event dates
  - Prepare board book materials for department.
  - Serve as liaison for a CBA Committee.

- Database Management
  - Maintain and manage all data related to delivery of both the Executive Banking School and Advanced Education session, including but not limited to all participant information.
  - Generate reports and conduct analysis of program results as requested.
  - Manage ClassMarker testing tool for all student assignments.
  - Update project management progress in checklists and calendar.

- Other duties as assigned
Knowledge, Skills and Abilities

- Skill in collaborating with others to develop and drive solutions that meet goals and objectives.
- Excellent verbal, written and interpersonal skills.
- Ability to build and maintain relationships with staff at various levels of seniority.
- Problem solving skills -- ability to adapt and resolve unexpected issues.
- Strong organizational skills. Detail-oriented, able to handle complex and high-stress situations.
- Excellent program management expertise. Ability to organize and achieve deliverables with a high level of timeliness and quality.
- Proficient in Microsoft Office applications.

Relevant Experience/Background

- Bachelor's Degree or 2+ year of experience in a project coordinator or operations management role.
- Experience in the financial services industry a plus.
- Travel is approximately 50-60%.
- Location: Washington D.C. area.