

## **Vacancy: Training Coordinator – Intern**

**Department: Training**

**Position: Full time**

### **Description:**

Organized, Enthusiastic, Dedicated and a professional committed to delivering results / value with keen attention to detail; if this sounds like you then this is an opportunity for joining and growing with the HEBO Consult team.

We are looking for a Training Coordinator (Intern), your duties will involve three key functions:

**1. Customer Experience:**

Your responsibilities will space from onboarding new course participants orienting the participants, ensuring the participants have an excellent experience from on boarding to completion of course and review sessions; Support the onboarding process for participants, ensuring all relevant information is captured from and relayed to the customer. This includes orientation of participants on the applicable platforms; facilitating the dissemination of course materials to all participants, ensuring all participants are attending all sessions; Ensuring smooth post-delivery activities are handled effectively including smooth transition and for training participants you are responsible to getting timely feedback for continuous improvement an adaptation accordingly.

**2. Event Management:** Support coordination engagements, events and all activities around the preparation of training, the training and all engagements after the training is done this is encompassed by the planning and organizing training programs and workshops conducted by the firm.

**3. Process Management:** Coordinate all necessary support functions that facilitate the training experience;

You will work with the team to plan and structure the programs, coordinate the end-to-end delivery of the programs by;

- Coordinating with Associate trainers and coaches to ensure availability for scheduled classes
- Coordinating with accounts team for quotations, billing and payment follow up
- Coordinating with IT/support team to resolve any technical errors in platforms during and post classes
- Coordinating with customers for getting timely feedback and relying feedback to management,
- Ensuring overall well rounded satisfactory experience for all Training programs at HEBO CONSULT

In addition to these responsibilities, you will support other engagements such as collaborating with Instructors and specialists in planning and preparing courses, performing analysis, report writing and any other duties seen fit.

## **Required skills:**

- Strong verbal and written communication is important as well.
- Strong presentation and engaging skills
- Strong analytical skills
- Strong problem solving, collaborative and interpersonal skills
- A great planner and facilitator
- A motivated self starter, who is driven by the vision to success and create an impact
- Passionate about growth
- Digitally savvy:
  - Excellent knowledge of Microsoft Office 365, MS Project and other collaborative software, Google Products (Google Business and Google Ads) , LinkedIn.
  - Adaptability to new platforms and software

## **Educational Qualifications:**

- Advanced Diploma or Bachelor's degree in either Project Management / Business Administration / Information Systems / Economics/ Marketing / Related field