

# Training Coordinator

 Austin, TX

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Foster healthier communities by supporting the operations behind CATCH's trainings and conference participation. This position reports to our Operations Coordinator and will work closely with our Training team.

## ABOUT US

**CATCH Global Foundation** is a 501c(3) that brings high quality, evidence-based health and wellness programs to schools and child care sites across the country, with a focus on communities of highest need. Reaching more than 3 million kids annually, our PreK-12 programs cover topics including nutrition, physical education, social and emotional learning (SEL), oral health, vaping prevention, and sun safety. Learn more at [catch.org](https://catch.org).

While our organization was founded in Austin, TX – where a (slim) majority of our employees still reside – we are a 100% virtual work environment. We have regular in-person retreats (travel/meals/lodging provided) to help us develop and grow together as a team, as well as get to know one another on a more personal level. Day-to-day, you can expect to interface with the rest of the CATCH team via video/voice calls, email, and Slack. **NOTE:** Our Training Coordinator will need to be located in Austin, TX to be able to conduct periodic work at our local print shop and storage unit.

## KEY RESPONSIBILITIES

- Coordinate training-related operations from close of sale thru training delivery, consulting with our Ops & Training teams, as necessary:
  - *All Trainings:* Interface with the customer (send/collect information, field questions, etc.), work with the Ops team to provision CATCH.org content, troubleshoot any issues.
  - *In-Person Training Only:* Send materials to the training site & confirm receipt.
  - *Virtual Training Only:* Post events to our online ticketing site, set up Zoom meetings, assist with customer support (e.g. rescheduling or refunding tickets), cancel trainings that don't meet a minimum number of attendees.
- Collect & analyze training-related data (e.g. from feedback surveys).
- Oversee the recertification of CATCH Community Trainers:
  - Send communications to trainers to alert them of upcoming booster sessions and remind them of their recertification requirements.

- Field questions that come in from trainers about their certification.
- On an annual basis, determine which Community Trainers have fulfilled their recertification requirements and extend access to the Trainer Portal on CATCH.org accordingly.
- Assist with updating training content on CATCH.org.
- Coordinate conference-related operations, including researching conferences, registering for conference booths, shipping promotional materials, coordinating reimbursements for guest attendees, ensuring contact lists get uploaded to Emma, etc.
- Manage our training material inventory with our Austin-based printer and our promotional material inventory at our company's storage unit. Re-order materials, as needed. Work with the Training & Communications teams to rollout new/updated materials.
- Work with the Operations Coordinator to optimize our processes (e.g. through automation, integrations, adopting new platforms/software, etc.) and facilitate implementation efforts.

## SKILLS & COMPETENCIES

- Excellent organization and attention to detail.
- Interpersonal and communication skills.
- Strong technological literacy and ability to troubleshoot.
- Proficient with Microsoft Office and Google Workspace. Also beneficial: Airtable, Asana, Zoom, Ticket Tailor, Zapier.
- Ability to work independently, set and follow timelines, and balance workload.

## ADDITIONAL INFORMATION

**Job Classification:** Full-Time (*Exempt*)

**Location:** Remote; periodic work will need to be carried out in Austin, TX.

**Salary:** \$40,000 - \$45,000; commensurate with experience.

**Benefits:** 100% employer-covered health insurance (other opt-in benefits available), generous vacation and parental leave policies, company retreats to fun cities around the US (Austin, Denver, Chicago, Nashville), and work-from-home setting with flexible scheduling.

**To apply, please submit a cover letter, resume, and references to [jobs@catch.org](mailto:jobs@catch.org). Applications will be considered on a rolling basis.**