Training Coordinator

Austin, TX

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 our Organization

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.

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.

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.

**Job Classification:** Full-Time *(Exempt)*  
**Location:** Austin, TX *(while this position is remote, there will be periodic tasks that 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. Applications will be considered on a rolling basis.