



American Staffing Association

Position Title: Learning and Development Coordinator
Supervisor: Vice President and Chief Learning Officer
Department: Learning and Development

Position Summary:

This position provides administrative services, support, and coordination to the learning and development department. Primary responsibilities include order fulfillment and processing of certification orders, supporting various administrative functions and speaker coordination for Staffing World, ASA webinars, and all ASA educational programs including contributing to the writing of marketing materials and articles. Communicates with customers (both internal and external), speakers, potential speakers, association members and potential members.

Qualifications:

The position requires at least two (2) years of relevant work experience involving administrative support, efficiency, and customer/member support. Must be detailed-oriented, responsive to internal and external customers and able to work independently and perform multiple tasks in a busy and demanding environment. Strong data entry, communication (both verbal and written) and analytical skills and proficiency in Microsoft Office Suite and database management are required. Experience in Salesforce and/or Fonteva is a plus.

Principal Duties and Time Allocations:

1. Event and Webinar Coordination - 45%

Supports webinar and event planning including but not limited to:

- Coordinating logistics and agreements with speakers.
- Coordinating planning calls and takes and compiles notes from calls.
- Providing tracking and planning assistance with webinar/event content.
- Assisting in the development and writing of promotional and marketing copy
- Tabulating surveys and evaluations for events
- Attending “live” webinars to engage in chat panel and create one-pagers/takeaways based on content presented.

2. Order Fulfillment and Processing of all ASA Certification Program Items - 45%

This work includes but is not limited to:

- Daily data entry (orders and customer services notes) into the Fonteva database, Learning Management System, and certification exam testing platform.
- Coordinating with the fulfillment center for order processing and occasionally shipping certain products from the office.



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- Providing customer service to certified individuals and candidates.
- Daily processing of certification and educational sales, including batches.
- Tracking weekly and monthly sales for the education team.
- Monitoring correspondence in the general certification in-box.
- Documenting and tracking the inventory of all certification products and publications.
- Reviewing and processing Continuing Education (CE) credits submitted to ASA by certified individuals.

3. Member services - 10%

- Managing phone and email traffic regarding learning and development with timely responses.
- Cultivating relationships with member companies and becoming familiar with their learning and development
- Providing administrative support to the department as needed.
- Serving, as needed, as part of the phone team supporting the staff receptionist.