

PREVENTION FIRST

TRAINING PROGRAM ASSISTANT

POSITION SUMMARY

This position will perform administrative functions through maintaining and managing the training registration and database systems, including training set-up, registration, evaluations, and reporting. The Training Program Assistant will be responsible for coordinating details and logistics for in-person, virtual, and online training events, providing support to training department staff and client technical support.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.

- Provides administrative support to training and technical assistance departments. Performs related administrative and clerical tasks; receives, reviews, prepares, and processes required documents, forms, reports, and information; prepares and submits internal documentation, including reports, travel vouchers, contract requests, and timesheets.
- Manages front desk, including receiving and distributing mail, receiving and shipping packages, making copies, and distributing and tracking parking validation tags; schedules meeting rooms for internal and external users
- Serves as onsite contact for office maintenance issues.
- Utilize internal training database (uConnect) and learning management system to set up and maintain trainings, webinars, and online courses for each program so participants can register and view event information on the website; includes updating system emails and registration correspondence.
- Organizes, completes, and submits CEU (continuing education units) applications for various grant programs within the agency; maintains CEU application records; collaborates with program managers to collect educational program details for applications.
- Provides departments with registration support including but not limited to reviewing registrations for prerequisites, approving registrations, corresponding with wait-listed participants, and canceling registrations; releases certificates and CEU's post-training and webinars; monitors archived webinar registrations and issues CEU's/certificates upon completion.
- Reconciles registrations between uConnect and webinar platforms prior to events; communicates with registered participants if further action is needed. Reconciles attendance reports with the registrations after training or webinars are complete. Manages training and webinar waiting lists.
- Acts as the first point of contact with users needing technical assistance or troubleshooting support with their training accounts, registration, passwords, and online training.

PREVENTION FIRST

- Assists with setting up webinars and virtual trainings in the Zoom platform. Provides technical support during webinars and virtual trainings, assists with troubleshooting, and helps to monitor the virtual training participant chat during events.
- Set up online courses in the learning management system (Absorb). Reviews and tests online training when needed.
- Sets up Survey Monkey evaluations using the information provided by programs; provides support for level three evaluations, which include follow-up phone calls and data entry. Compiles data and generates a variety of reports. Provides backup for entering evaluations and post-test information into the database after training events.
- Assists in maintaining and updating a variety of group and informational databases and spreadsheets.
- Maintains and updates provider directory; updates training catalog as needed; provides assistance with the maintenance of GroupSite (an online community software for providers).
- Provides onsite support for in-person training in the Chicago office; provides occasional onsite support for training at off-site locations and conference events.
- Conducts research and collects information and data related to the latest trends relevant to programmatic initiatives, prevention, health and wellness, training needs, and practices. Utilize this information to assist in creating content for newsletters, webpages, infographics, and other resources.
- Collaborates, cross-trains, and provides backup to other program assistant positions.
- Demonstrates commitment to valuing diversity and contributing to an inclusive working and learning environment.
- Operates basic office equipment and presentation technology; utilizes communications and conferencing platforms (e.g., Zoom, WebEx, Teams, etc.), internet access, internet search capabilities, PowerPoint, and other programs as needed; operates a motor vehicle.

POSITION QUALIFICATIONS

Associate degree or technical school training in business administration, technology, human services or a related field with two to five years of technical knowledge, data entry, project management, database/learning management systems coordination, and general office experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities. Must be technologically proficient with thorough knowledge of meeting/learning platforms (e.g., Zoom, WebEx, GoToTraining) and/or learning management systems and databases. Proficiency in Microsoft Office Suite, including SharePoint, Excel and PowerPoint. Excellent organizational skills and attention to detail are required.

PREVENTION FIRST

DESIRED SKILLS AND ABILITIES

- Attention to Detail – Ability to achieve thoroughness and accuracy when completing a task.
- Critical Thinking – Ability to analyze and evaluate an issue in order to form a judgment.
- Creative - Ability to produce new concepts, ideas and solutions.
- Goal Oriented - Ability to focus on a goal and obtain a pre-determined result.
- Communication Skills – Ability to organize and convey ideas clearly in writing and verbally.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.

ABOUT PREVENTION FIRST

Prevention First is a nonprofit and the leading organization for knowledge-building and the dissemination of evidence-based prevention strategies. Our mission is to advance efforts to promote healthy behaviors and prevent substance misuse in every community through a variety of evidence-based and collaborative approaches, including training, support, and public awareness. Since 1980, Prevention First has provided training, technical assistance, and resource materials to thousands of schools, community groups, parents, and youth. We specialize in building the capacity of practitioners to build and sustain effective community coalitions to prevent substance abuse, develop comprehensive strategic prevention plans, and select and implement appropriate evidence-based prevention strategies. We are funded through the Illinois Department of Human Services and offer our services throughout the state.

We offer an exceptional benefits package to our full-time employees (80% and above):

- Paid Time Off Accrual System (eligible day 1)
- Paid holidays
- Medical, dental & vision
- 401(k) plan (eligible after 90 days, vested after 1 year)

This is a full-time, FLSA non-exempt position, reporting to the Chief Human Resources Officer. This position is located in our Chicago office. The salary range is \$40,000 - \$43,000.

Prevention First is committed to creating a diverse environment and is proud to be an equal opportunity employer. We're committed to having an inclusive and transparent environment where every voice is heard and acknowledged. We are dedicated to equality and believe deeply in diversity of race, gender, sexual orientation, religion, ethnicity, national origin, and all the other unique characteristics that make us different.

APPLICATION

We strongly encourage people from underrepresented groups to apply. Please email your cover letter and resume to humanresources@prevention.org.