

TRAINING COORDINATOR

COMPENSATION: \$18 - \$25 per hour

FLSA: Non-exempt

LOCATION: Nationwide (Atlanta or Charlotte preferred)

CONTACT: jobs@naca.com or 617-250-6222 ext.1221

BENEFITS: Comprehensive package: single/family health, vision, dental, 401(k) and more

WEBSITE: www.naca.com

NACA

NACA is the country's preeminent non-profit homeownership and advocacy organization with over two million Members through over forty-five offices nationwide. Over the past thirty years NACA has established a track record that has earned both the respect and fear from others in the lending industry. NACA stands out in the following areas: 1) It is the most effective organization in the country in providing affordable homeownership; 2) It is the place to work to fight for economic justice for those dedicated and willing to work hard; and 3) It provides unprecedented opportunities for staff to do well financially by doing good.

Started in 1988, NACA has won campaigns against some of the country's most powerful companies and individuals that engaged in predatory and discriminatory lending. NACA's success is a result of its aggressive, confrontational advocacy and state-of-the-art systems and operations. The purchase program provides comprehensive counseling as HUD's largest housing counseling agency (through its Neighborhood Stabilization Corporation subsidiary) with access to NACA's Best in America mortgage: no down payment, no closing costs, no requirement for perfect credit and always at a below-market, fixed interest rate. NACA has over \$15 billion in mortgage commitments from the country's largest lenders to support this program. Through its HomeSave program for homeowners with an unaffordable mortgage, NACA is also the most effective in providing affordable solutions and has done so for over 250,000 at-risk homeowners nationwide.

Built on this track record of success, NACA is undertaking rapid expansion across the country with the hiring of many additional staff nationwide. NACA continues its aggressive advocacy in fighting for economic justice for low- to moderate-income people and communities. In addition to affordable homeownership, NACA takes on economic justice issues such as student debt, tax equity, income inequality, environmental and other issues. Employees at NACA have a tremendous impact on the communities and the Members they serve. For more information about NACA, its history and programs, visit www.naca.com.

TRAINING COORDINATOR

The Training Coordinator ("TC") is primarily responsible for providing coordination and planning support to the Training Director and Training Instructors on all aspects of the training process, acting as a liaison across existing staff, new hires and out-of-network Counselors from HUD approved Housing Counseling Agencies to assist with the development, coordination and integration of trainings. The TC's duties include, but are not limited to, coordinating all logistics of internal and out-of-network trainings, preparation and distribution of training programs and materials, coordinate readiness of equipment and venues needed for training, maintain records of attendance, test results and certifications, monitoring online registrations, promoting out-of-network trainings opportunities, assist during web-based training as well as classroom training for which traveling is required, coordinating with Event Project Manager for venues and logistics needed for out-of-network training sessions to take place during national events. The TC must have extensive experience in the mortgage and housing industry, in addition to all services and functions provided by the staff. The TC is considered the Subject Matter Expert (SME) for all staff members.

The TC undertakes day-to-day duties and ensures the application of the NACA standard of consumer services by providing leadership and direction for which strict adherence to confidentiality and protection of private

property is required. He/she reports directly to the Training Director and works closely with the H.R. Department, National Management, and adheres to directions of NACA's CEO.

JOB RESPONSIBILITIES

Overall job responsibilities include:

- Map out annual training plans for all NACA new Hires
- Assist in the development of training programs (outsourced and/or in-house)
- Assist with new employee orientation
- Understand various training methods or activities (e.g. simulations, mentoring, on-the-job training, professional development classes).
- Schedule available training to staff and provide necessary information about sessions.
- Prepares and distributes welcome emails, syllabus, workbooks, manuals, course objectives and course agendas.
- Prepares and order sample files to be used during training sessions.
- Monitor online registration for out-of-network Counselors.
- Monitor out-of-network correspondence.
- Maintains in and out-of-network tests and certification records.
- Promote out-of-network training opportunities to HUD approve HCAs (Housing Counseling Agencies)
- Conduct training needs assessment and identify skills or knowledge gaps that need to be addressed.
- Stay up-to-date on new training methods and techniques.
- Assist the Trainers with design and preparation of training materials.
- Order and distribute educational aids and materials.
- Assess instructional effectiveness and determine the impact of training on employee skills.
- Gather feedback from trainees after each educational session.
- Partner with the Training Instructor and Training Director regarding instructional design.
- Track and maintain updated curriculum database and training records.
- Coordinate venue and logistics with Event Project Manager for out-of-network training.
- Manage and maintain in-house training facilities and equipment.
- Research and recommend new training methods.
- Process enrolment, changes and termination of participants.
- Periodically audits the training database to ensure accuracy of information.
- Arrange travel, meetings, conference calls, videoconferences.
- Produce accurate and timely documents and correspondence under tight time constraints.
- Attend meetings, record, type and distribute minutes as needed.
- Perform internet and other research to support training related activities.
- Assume ownership or share responsibility for planning, organizing and executing projects.

Qualifications for Training Coordinator

- Ability to handle sensitive information with high level of confidentiality and discretion.
- Experience presenting information in written, graphic or oral formats
- Strong reading comprehension, oral and written skills.
- High level planning and organizational skills.
- Troubleshooting skills; ability to identify problems and provides solutions.
- Previous experience working as a Training Coordinator role is required in related mortgage field.
- Ability to communicate effectively with management and other departments.
- Proficient using Microsoft Suite and online training platforms.
- Ability to effectively organize and manage multiple training initiatives simultaneously.
- Strong skills working with numerical concepts, math and logic.

- Knowledge of adult instruction, instructional design, training methodologies and learning theory and principles.
- Ability to analyze company needs to lesson planning, development and implementation.
- Extensive knowledge of best practices in creating instructional materials.

TIME DEMANDS:

Must be able to meet the demands of the job that consists of 55+ hours a week:

- a. Typical day: 8:30 a.m. to 6:30 p.m.
- b. Work weekends during training sessions, national events, and other activities
- c. Other time as needed

COMPENSATION:

Depending on experience, skills of the candidate, and other factors the compensation is between \$18 to \$25 an hour. The TC's performance evaluation and future compensation is based on meeting the above requirements, providing the competencies stated below, and the effectiveness of the Training Coordinator.

JOB QUALIFICATIONS:

NACA seeks leaders with a positive and open attitude, a strong work ethic and relentless commitment to success with attention to detail and ability to meet aggressive deadlines and ambitious goals. S/he is expected to have a high level of core competencies and skills included in one's personal characteristics and professional experiences in the following areas: communication, organizational skills, professional skills, professionalism, customer service, time management, positive leadership, computer skills and being mission-driven. The **Core Competencies & Skills** are described in detail at www.naca.com.

EDUCATION & CERTIFICATIONS:

- High School Graduate or Equivalency – Required
- B.A. or B.S. – Preferred
- Completion of NACA Home Save and Purchase training with high passing score.
- Licensed Mortgage Loan Originator – Required
- HUD Certified a plus, otherwise, must become HUD certified within one to three months of employment.
- Real estate courses – Highly Preferred

EXPERIENCE & SKILLS:

- Three years or more of training experience.
- Two years or more working as a NACA Counselor or Housing Counselor – Highly Preferred.
- Strong computer skills.
- Mortgage brokerage, origination, processing and/or counseling – Highly Preferred.
- Real Estate brokerage experience and/or knowledge - Preferred.

LICENSES:

- Mortgage Loan Origination license(s) in assigned state – Highly Preferred.
- HUD Certified

APPLICATION PROCESS:

Applicants must complete the application at www.naca.com.

NACA is an equal opportunity employer. Minority and bilingual individuals, particularly those who speak and write in Spanish, as well as second chance applicants are strongly encouraged to apply. To follow-up and for

inquiries regarding this and other positions contact NACA's HR Department at jobs@naca.com or call 617-250-6222 ext.1221.

This job description is solely for descriptive purposes with NACA reserving the right to make unilateral changes to this job description including the compensation for all staff or on an individual basis. NACA may also change the compensation during campaigns, activities and events at its discretion. This does not constitute a contract for employment. Nothing herein shall limit NACA in its sole discretion from terminating an employee for any reason or no reason with employment on an "at-will" basis.

ACCEPTANCE:

I have read and understand the document as outlined above, and I agree that I am able to perform the duties and adhere to the requirements described above.

Print Name: _____

Signature: _____ Date: _____