



WECO ACCESSIBILITY SERVICES JOB DESCRIPTION

Job Title: CTC Coordinator
Department: Operations
Reports To: Director of Operations

SUMMARY:

Act as a key contact for our CTCs and will facilitate the entry, training, and participation of CTCs in to the WeCo CTC testing services. Create, update, and implement all processes that pertain to the role.

DUTIES AND RESPONSIBILITIES

Duties and responsibilities include the following. Other duties may be assigned.

1. Manage candidate outreach for CTCs during WeCo recruitment periods*
2. Conduct the interviews of perspective CTCs*
3. Create and file contracts for signatures between CTC and President*
4. Facilitate CTC training courses which includes coordinating curriculum with other teams and CTCs, scheduling of all trainings, and communication between staff and CTCs regarding trainings at all CTC levels*
5. Meeting management: Company Chats, CTC Leadership meetings, celebrations, and social events*
6. Manage all communications with CTCs: Phone/Email, Cafe WeCo and Monthly Newsletters*
7. Manage all CTC activity: Career path, annual certifications, and CTC profiles*
8. Assist CTCs with their WeCo Career Path*
9. Coordinate correct recognition*
10. Assist Operations team with daily duties, as necessary.
11. Other duties as deemed necessary, and agreed upon, for the position

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Ability:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing Software/Microsoft Office, Internet Software and Project Management Software/Basecamp.

Education/Experience:

Associate degree (A. A. / A. S.) or equivalent from two-year college or technical school; or one to two years related experience and/or training; or equivalent combination of education and experience.

Knowledge, Skills, and Other Abilities:

- Highly developed organizational skills, Effective written and expressive communication skills (the ability to speak is not required).
- Ability to work within a team setting, ability to take direction and to work autonomously, ability to function within a virtual office.
- Ability to take direction, Ability to provide constructive criticism and positive encouragement in a professional setting.
- Able to handle ambiguity and uncertainty.
- Ability to be comfortable working in an industry with a long learning curve. Ability to track high level of detail.
- Effective at multi-tasking.
- Prior experience, in a profession setting, involving working with people who live with disabilities. Prior management experience.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, and talk or hear.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.