



CALIFORNIA WATER ENVIRONMENT ASSOCIATION

POSITION TITLE:	Education Coordinator
FLSA:	Non-Exempt
Reports To:	Director of Education
Indirectly Reports to:	Senior Manager, Meetings & Exhibits and Executive Director
Revised:	7-11-19

POSITION SUMMARY: The Education Coordinator is responsible for providing administrative support to the CWEA Education Department staff and volunteers who plan and produce education programs, which may include but not limited to, multi-day conferences, workshops, one-day events, webinars and online learning. The educational programs are designed to educate water quality professionals, disseminate technical information and promote sound environmental policies. This position requires excellent written and verbal communication skills, tact, efficiency, accuracy and ability to manage multiple tasks and deadlines.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES: The Education Coordinator reports directly to the Director of Education and indirectly to the Senior Manager, Meetings & Exhibits. He/She must be able to accomplish the following duties, which may include, but are not limited to:

- 1) Coordinate the development of education program information, as assigned and may include but not limited to:
 - Draft, proof, update and maintain marketing content for eblasts, websites, events calendar, flyers, brochures, etc.
 - Collect, draft, proof and distribute pre and post program details for registered participants through association management system, marketing automation platform and/or email
 - Format, proof and print program agendas distributed onsite
 - Collect and upload speaker materials with proper formatting and naming conventions to CWEA presentations site (post event)
 - Acknowledge sponsors when and where appropriate in written and verbal communications

- 2) Assemble and distribute participant registration and program financial data as assigned which may include but not limited to:
 - Run reports from association management system and other online platforms

- Set up template, compile, format and distribute weekly registration and financial data info to staff and key stakeholders
 - Generate ADA/dietary needs reports based on program registration
 - Collect and process complimentary program registrations
 - Send participant lists to speakers
 - Ask registered participants to complete pre-program assignments, assessments or surveys
- 3) Coordinate program speakers, track facilitators, event hosts, industry partner table hosts, proposal reviewers, etc. as assigned and may include but not limited to:
- Set up, maintain, troubleshoot and continuously improve online platforms (CadmiumCD, Survey Monkey, etc.) to gather speaker proposals; distribute proposals for review; obtain signed contracts; and gather, proof and manage bios, photos, session data, slides/handouts and info.
 - Draft and distribute communication regarding deadlines, requirements, session start/stop times, available resources, slide templates, offered trainings, marketing opportunities and send reminders as applicable.
 - Create and distribute registration instructions/forms; collect, track and forward completed speaker and complimentary registration forms; and remind those receiving discounted speaker and complimentary registrations.
 - Collect and upload speaker materials with proper formatting, file size and naming conventions to CWEA presentations site (post event).
 - Create name tags/badges for those not registering for the education program.
- 4) Coordinate program materials to be used onsite, as assigned and may include but not limited to
- Research, price, recommend, inventory and maintain program supplies (such as program badge stock, registration folders, office supplies, wireless slide clickers, etc.)
 - Research, price, recommend and interface with staff/sponsors/vendors on sponsored items (such as lanyards, tote bags, water bottles, etc.)
 - Help prepare on-site registration materials such as name badges and registration packets
- 5) Coordinate the collection, organization, tracking and shipment of onsite education program materials and equipment to and from program venues, as assigned.
- 6) Assist with program budget and finance process, as assigned and may include but not limited to:
- Process invoices
 - Create check requests with proper budget codes and assemble documentation for Director approval
 - Post revenue and expenses to program budgets

- 7) Coordinate education contact hours process, as assigned and may include but not limited to:
 - Gather session marketing content/info from speaker management system or speakers directly
 - Calculate program contact hours based on industry standards
 - Interface with CWEA Certification Department, state officials or other organizations to obtain contact hour approvals for education programs
 - Draft, proof and print participant contact hour forms
 - Coordinate distribution and collection of contact hour forms at programs
 - Notify program participants of earned contact hours from program participation and how to access their certificate online
 - Respond to member and participant questions about contact hours

- 8) Coordinate program evaluation process, as assigned and may include but not limited to:
 - Draft, format and proof electronic and paper-based evaluation forms and surveys
 - Distribute and collect electronic or paper-based program evaluations from participants, exhibitors or other stakeholders and remind as necessary
 - Select and notify evaluation respondent prize winners and key staff
 - Assemble evaluation results and distribute to staff and key stakeholders
 - Help analyze evaluation results.

- 9) Assist with the planning and execution of education programs, as assigned and may include but not limited to:
 - Help schedule, order/arrange food and beverages, attend and take notes for volunteer committee and staff planning meetings
 - Set up and maintain online platforms and webpages for recruiting and scheduling education program volunteers to assist in the program planning and onsite execution of program (such as Sign Up Genius)
 - Follow up with venues, hotels, convention centers, audio visual companies and other program vendors, at the direction of the Senior Manager
 - Maintain spreadsheet of program venue options

- 10) Execute onsite education programs, as assigned and may include but not limited to:
 - Greet and check in participants, speakers and exhibitors at the registration desk, distribute registration packets/badges and answer questions about the program.
 - Verify that meeting room tables, chairs, audio visual equipment, catering, etc. are set up to pre-arranged specifications and work with vendors, staff, speakers and key stakeholders to change, add and/or troubleshoot food, beverages, equipment, etc. as necessary.
 - Organize, set out and change informational, directional and/or sponsor signage for program events as necessary.
 - Communicate with speakers, event hosts, facilitators, volunteer leadership, etc. to answer questions and troubleshoot problems.

- 11) Conduct written, verbal and in-person communication with fellow staff, leadership, speakers, members, program vendors, exhibitors, sponsors and other stakeholders in courteous, efficient, timely and appropriate manner in order to provide a high level of customer service, as assigned and may include but not limited to:
 - Send and respond to emails
 - Place and answer phone calls
 - Forward calls/emails as needed or seek out additional info before acting/responding
 - Schedule and participate in planning meetings held in person, through video webinars or by conference call
 - Staff education programs in person
 - Participate in online project management platforms (such as Trello and Teamwork)

GENERAL DUTIES:

- 1) Maintenance of detailed files and records in accordance with Records Retention Policy;
- 2) Knowledge of and compliance with all CWEA Policies and Procedures, especially as they relate to Conferences;
- 3) Prepare and maintain SOPs for tasks and projects performed;
- 4) File documents electronically and paper based as needed;
- 5) Assist with the maintenance and organization of the department's conference/program supply inventory,
- 6) Other duties as needed and/or assigned by the Director of Education.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

Knowledge, Skills and Abilities

- Ability to work independently with supervisor that is remote and only in the office on limited basis;
- Ability to efficiently learn and utilize personal computers, software and online technology platforms effectively in the areas of database management, speaker management, evaluations, graphics, word processing and general meeting planning/coordination;
- Intermediate level abilities with Microsoft Outlook, Word, Excel and PowerPoint;
- Knowledge of Adobe Acrobat;
- Knowledge and experience in working with volunteers;

- Knowledge and experience proofing and editing emails, flyers, brochures, website info, etc.
- Ability to meet schedules and deadlines;
- Ability to communicate clearly and concisely, both orally and in writing;
- Ability to work constructively and cooperatively with a workforce composed of staff, colleagues and volunteers at distant locations;
- Ability to follow oral and written instructions accurately;
- Ability to handle the public tactfully and courteously, even under pressure;
- Ability to deal effectively with members, vendors, and volunteer leaders on the telephone and in-person;
- Ability to work on job responsibilities and assigned projects with minimal supervision;
- Ability to handle high volumes of work, as well as multiple on-going and special project tasks, accurately and simultaneously, with professional tact;
- Knowledge of, and experience in meeting, event, conference and workshop planning helpful
- Experience with Survey Monkey, Real Magnet, Trello, Teamwork, CadmiumCD, NetForum and/or WordPress a plus!

Experience and Education

Any combination of experience and education that would likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Experience: Four or more years of administrative experience in working with a volunteer-driven organization that produces seminars and/or conferences. Hands on experience in using personal computers for various work-related applications is essential. Publishing and editorial experience is helpful.
- Education: AA degree from an accredited junior college or vocational school required, college degree preferred. Meeting Planning coursework a plus.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands and fingers to handle or feel objects; tools or controls; reach with hands and arms; talk and hear.

Employee regularly uses calculator and personal computer with VDT screen for extended periods of time. The employee must regularly lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Position will travel to conferences, trade shows, workshops, committee meetings and site visits throughout California approximately two to 6 times per year (1 to 5 days duration each).

BENEFITS

- CWEA makes available and pays toward the cost of medical, dental, vision and life insurance for regular employees. For FY 18-19, CWEA paid 100% of employee's coverage and 60% of dependents'/spouse's coverage. Coverage runs from the beginning of the month to the end of the month. There is a 30-day waiting period.
- CWEA provides a retirement plan contribution paid into a SEP IRA through Morgan Stanley. Retirement benefits begin to accrue following the end of the six-month probation period and are paid annually, directly to Morgan Stanley, in a lump sum after the end of the CWEA fiscal year, June 30. The budgeted contribution for FY 18-19 was 5% of gross annual salary for the eligible period.
- CWEA allows for employee tax deferred contributions to a 457 (b) plan through payroll.
- CWEA allows employees to accrue paid personal leave (sick time and vacation time) at the rate of 20 paid leave days per year up to five years of service; Maximum accrued balance is 45 days.
- CWEA recognizes 11 holidays during the year.
- There is free parking right next to our building and a free morning/afternoon shuttle to/from the closest BART station (Coliseum).
- An alternative Friday off schedule is possible after the probationary period.

SALARY \$60,750 to \$67,500 per year

TO APPLY

[Interested candidates should submit a resume with cover letter that includes the following info \(click link\):](#)

- How is your previous experience relevant to this role? Why are you a good fit for this job?
- What about the role excites you and motivated you to apply? Please describe your interest in working with us.

Persons from outside the San Francisco Bay Area are welcome to apply, but unfortunately, we are not able to assist with any relocation expenses.