

Position: Training Coordinator

Location: SAI Bangalore, India

Social Accountability International (SAI) is a global non-governmental organization working to advance human rights for workers around the world. SAI's vision of decent work everywhere is sustained by an understanding that socially responsible workplaces benefit business while securing fundamental human rights. SAI empowers workers and managers at all levels of businesses and supply chains through social standards and guidance, training and capacity-building programs, and convening partnerships that drive dialogue and consensus-based solutions. For more information about SAI, visit our website at <https://sa-intl.org>.

Position Overview

SAI is seeking a skilled and enthusiastic Training Coordinator. Reporting to the Training and Capacity Building Manager, the Training Coordinator will aim to continually improve service delivery, support efficiency, and expansion of our training and capacity building programs. The Training Coordinator will be responsible for overall support and coordination of the day-to-day operations of SAI's training and capacity building in support of SAI's mission to promote workers' rights around the world. Training and Capacity Building includes participation in classroom and online seminars, workshops, tools and other services that SAI makes available to corporations and individuals through online registration.

The ideal candidate for this position possesses acute attention to detail, has the ability to thrive in a fast-paced environment, and is eager to enhance their knowledge of CSR, business and human rights, supply chain management, and international labor issues.

Responsibilities

Classroom and Online Training Operations

- Assist Training Manager with day-to-day operations of classroom training program:
 - Coordinate course venues, catering, and logistics globally
 - Coordinate hosting agreements
 - Schedule courses and work closely with trainers
- Assist with online course administration
- Manage SAI's Training Department e-mails; provide pre- and post-course customer service
- Coordinate registrations and payments with SAI Finance Department
- Manage the generation and distribution course completion certificates
- Work with other SAI-licensed course providers
- Assist in the publication, preparation, and distribution of all training course materials
- Administer exams, including but not limited to: exam proctoring, re-tests, exam scheduling, etc.
- Maintain and analyze relevant training data

Learning Management System (LMS)

- Support LMS use and continual improvement for trainers and participants

Measurement and Evaluation

- Conduct data analysis on course usage, student feedback, and department performance
- Assist in the development and improvement of trainer evaluations and calibrations

Communications and Marketing

- Update SAI Training calendar internally and externally on public facing website
- Assist in promotion of training courses, including newsletters and social media

Qualifications and Core Competencies

Required Experience & Education

- At least 1-2 years' experience in customer service and/or administration support
- Fluency in written and spoken English
- Bachelor's degree or equivalent work experience

Preference for one or more of the following:

- Master's degree or equivalent work experience
- Interest in international workplace human rights, CSR, and labor issues
- Experience with:
 - Customer service
 - Project coordination
 - Data analysis and use of databases
 - Intermediate to advanced knowledge of MS Office
 - Course curriculum design and development

Application

To apply, please send 1) a resume, and 2) a cover letter explaining how your experience fits the qualifications listed above to recruits.trainingcoordinator@sa-intl.org. All applicants MUST include "SAI Training Coordinator 2023" in the subject line of their email submission.

Compensation

Compensation commensurate with experience and appropriate for a charitable organization of SAI's size.

SAI is an equal opportunity employer. Diversity makes us stronger and we are committed to creating an inclusive environment for all employees.