

# DPM International Ltd.

## JOB DESCRIPTION

**Position:** Programme Coordinator

**Type of Employment:** Contract

**Classification:** Level 1

**Vacancy No. :** VAcsp0010

**Unit:** Corporate & Project Management Services

**Desk:** Management Development Programmes

Development Partners and Management International Limited (DPM International) herein also referred to as the Company, is a development management consultancy, offering services in project management, training and research. Currently we offer services in 3 practice areas: Poverty Reduction; Governance & Civil Society; and Trade & Development. We are an affiliate education partner of Boston University Corporate Education Centre and offer their project management courses in Jamaica, alongside other training courses. We also conduct evaluation and research on behalf of our clients.

We are seeking a dynamic individual to fill the position of Training Coordinator for our Training Portfolio.

### **Terms and Conditions of Employment**

#### **Job Summary Statement:**

The Training Coordinator is responsible for the coordination of all face-to-face and online training programmes.

#### **Relationships:**

**Reports to:** Director, Corporate and Project Management Services (CPMS)

**Subordinate Staff:** None

**Other internal contacts:** Development Associates; and Training Facilitators

**External contacts:** Clients, Development Partners, Training Partners/Affiliates and other external contacts as required.

**Work Hours:** Mondays to Fridays, 8:30 a.m. – 5:00 p.m. The contractor may be requested to work on weekends and evenings, during which time overtime rate will be applied.

#### **Probationary Period**

Probationary period is 3 months.

#### **Deliverables**

1. Register course participants
2. Daily update of mailing list of possible individual and corporate clients
3. Daily update of corporate and personal accounts in the Client Management System
4. Monitor email and respond promptly to student queries concerning all training courses.

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5. Daily monitoring and coordination of the online and face-face courses to ensure successful execution - Duties include, but not limited to ensuring lecturers and students have the required handouts and materials, periodic visits and supervision at training venue to ensure smooth and efficient client service delivery; ensure everything is in place for successful execution i.e. venue, refreshment, lecturers etc.
6. Prepare promotional package and distribute to corporate and individual clients
7. Attend trade shows or other events to promote training products
8. Follow-up on promotional packages distributed
9. Prepare & distribute orientation package to registered students
10. Undertake any other task assigned for successful implementation of training courses.

### **Scope of Work**

#### **A. Training**

##### *Marketing and Business Promotion:*

- Under the directives of the Director, CPMS, organise and coordinate marketing efforts for programmes.
- Distribute promotional materials to prospective and current clients.
- Support the Director, CPS in the production of content for the annual Company Catalogue, content for periodic DPM publications (e.g., DPM Quarterly), advertisement in websites and newsletters
- Provide updates for the training pages of the website.
- Support the design of the new course schedule, including production of the course brochure

##### *Coordination*

- Undertake all administrative preparation of course materials, including contracting trainers; compiling documents and grades for submission to overseas partner.
- Summarise evaluations of courses and support the monitoring and evaluation of course quality
- Organise venues and refreshment in accordance with budgetary requirements
- Organise international and local travel and accommodation for trainers.
- Ensure effective logistics before and during courses.
- Manage all applications for training from initial enquiry stage to participation and follow up, ensuring high quality of service delivery and respond to client need and the changing external environment.

#### **B. Client Service**

##### *Customer Service*

- Provide quality customer service to external and internal clients.
- Respond to inquiries about the training programmes and advice customers which course best suits their needs
- Provide quick and professional response to customer feedback.

#### **C. Financial Management:**

- Ensure all service contracts are forwarded for payment.
- Ensure all clients are invoiced as per company policy
- Accept invoices from service suppliers; and submit to Director for verification.

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- Conduct the necessary follow –ups to ensure that suppliers are paid in a timely manner according to company policy

### D. Other

Any other duties assigned by the Director, CPMS /CEO for the successful execution of the training programme.

### Performance Competencies and Criteria:

- At least 3 years experience in a similar position.
- At least undergraduate study. ( ***any suitable combination of experience and education will be considered***)
- Experience in sales and marketing
- Ability to plan and coordinate events and meetings
- Able to effectively coordinate a number of tasks simultaneously
- Able to work effectively within a team environment
- Ability to manage a varied workload with minimal supervision
- Demonstrated ability to work well under pressure
- Demonstrates effective written and oral communication skills
- Able to work with all levels of organisations and professional status
- Demonstrates initiative and problem-solving skills
- Contributes to the successful completion of initiatives
- Pays attention to detail
- Trustworthy
- Results-oriented
- Very tactful and conscientious.
- Excellent interpersonal skills
- Knowledge of MS Excel, Word and other computer systems

Apply to: send cover letter and results-oriented CV to:

Sherrone Lobban

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