

## Alberta Real Estate Association POSITION PROFILE

Position Title:	<b>Enrolment &amp; Learning Coordinator</b>	Start Date:	<b>February 2024</b>
Reports to:	<b>Director of Learning</b>		
Classification:	<b>Full-time, Permanent</b>		
	<b>AREA OVERVIEW</b> <p>The Alberta Real Estate Association (AREA) is the provincial professional organization that represents the interests of 13,000+ REALTORS® and 10 regional real estate boards/associations provincially.</p> <p>Based in Calgary, the association's mission is to provide strategic leadership through AREA's member-centric advocacy, professional development and provincial services to advance the Alberta real estate profession and our members' success.</p>		
	<b>KEY COMPONENTS AND RESPONSIBILITIES OF THE POSITION</b> <b>1. Scope:</b> <ul style="list-style-type: none"> <li>Reporting to the Director of Learning, the Enrolment &amp; Learning Coordinator's primary objective is to provide excellent customer service to AREA's licensing education learners and the AREA Learn team.</li> <li>AREA reserves the right to revise the responsibilities outlined below as required.</li> </ul>		
	<b>2. Key Responsibilities:</b> <ul style="list-style-type: none"> <li>On incoming phone queue and email for the education line. Responds independently or refers to the appropriate team member for support.</li> <li>On email queue for the education email. Responds independently or refers to the appropriate team member for support.</li> <li>Manage enrolment of new learners in learning management system (LMS).</li> <li>Maintain learner database and documentation for technology systems, ensuring regulatory compliance.</li> <li>Create or update reports within the technology systems as required to support the AREA Learn team.</li> <li>Learner meeting and webinar support: videoconferencing, refreshments, boardroom logistics, etc.</li> <li>A team player, contributes to creating and maintaining a collaborative, motivated, positive, and productive team atmosphere.</li> <li>Applies critical thinking and problem-solving skills to work efficiently and support the work.</li> <li>Other duties as assigned.</li> </ul>		
	<b>3. Relationships:</b> <ul style="list-style-type: none"> <li>The <b>Enrolment &amp; Learning Coordinator</b> must establish and foster relationships with: <ul style="list-style-type: none"> <li>AREA learners</li> <li>AREA team</li> <li>Suppliers/Vendors</li> </ul> </li> </ul>		
	<b>4. Competencies:</b>		

### **Required Knowledge and Skills**

- Outstanding communication and interpersonal skills with a focus on rapport-building and listening in order to answer questions and resolve problems
- Skilled at database management (report generation, data feeds)
- A willingness to keep up to date with developments in new technology
- Willingness and adaptable to change or just adaptable to change as our processes evolve to benefit learners
- Helpful, respectful, and receptive to feedback
- Recognize and treat information with sensitivity and confidentiality when appropriate and support team members
- Analytical and logical thinker able to think problems through and develop appropriate solutions
- Demonstrated thoroughness, accuracy and attention to detail
- Highly organized: able to effectively manage a project comprised of multiple, parallel tasks, through to timely completion
- High degree of professionalism
- Independent: motivated, self-directed and able to work well with minimal supervision
- Customer service orientated with the ability to fulfill responsibilities using a supportive, helpful approach

### **Qualifications**

- Proven proficiency with database management and reporting
- Experience with learning management systems an asset
- Post-secondary education in Business Administration, Information and Communications Technology, or related education an asset
- Minimum one (1) year of relevant administrative experience
- Excellent understanding of office administration functions (file management etc.)
- Advanced skills in Microsoft Office suite

### **5. Term & Salary**

- \$50,000-\$60,000
- 37.5 hrs per week, 8:30am – 4:30pm
- On-site parking, personal days, benefits including RSP matching & wellness allowance
- This role is not eligible for hybrid work program

*Alberta Real Estate Association (AREA) is an equal opportunity employer and offers employment to all persons. We are committed to accommodating applicants with disabilities throughout the hiring process. Accommodations for job applicants with disabilities will be provided upon request. Our requirement is that you have the necessary skills and abilities to do the job and the attitude of a team player.*

*We thank all interested applicants; however, only qualified candidates will be contacted.*