

**JOB TITLE:** CWD Customized Training Funds Coordinator

**DEPARTMENT:** Center for Workforce Development

**LOCATION:** Union Campus

**REPORTS TO:** Executive Director, Center for Workforce Development

**FLSA:** Exempt

**LEVEL:** 204

**DATE:** 7/1/25

**POSITION SUMMARY:** Administers the CWD's Customer Relationship Management (CRM) system (Salesforce) and oversees the compliance and administration of the customized training program through Missouri One Start.

**EDUCATION and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education, or experience may be substituted for the minimum qualifications.)* Completion of an associate degree or higher; three years of related experience.

**EXPERIENCE PREFERRED:**

- Demonstrated ability to collaborate effectively with various campus stakeholders.
- Proficient in Microsoft software.
- Thorough knowledge of Customer Relationship Management (CRM) software (Salesforce)
- Ability to work independently and prioritize multiple tasks with attention to detail.
- Minimum 3 years of experience managing data and budgets.

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor:*

- Serve as the primary administrator for CWD Salesforce CRM/Salesforce software.
- Coordinate with CWD staff, ECC administration, and other departments to provide CWD Salesforce data collection and reporting.
- Oversee compliance and employer eligibility for the Missouri One Start customized training program.
- Assist the Executive Director with CWD tracking of program budgets.
- Develop monitoring and evaluation plans for project goals and objectives, ensuring continuous improvement and maintaining high accountability for project outcomes.
- Coordinate with the ECC Business office for budget and audit compliance.
- Assist customers who are utilizing the Missouri One Start Training Program(s) for reimbursement by processing their requests, preparing reports, and providing answers to inquiries.
- Utilize Salesforce and other software, manage data for Customer Relationship Management (CRM), class registrations, and financial transactions, for reporting and participant tracking.
- Provide assessment reports as required.
- Initiate program purchases utilizing ESM procurement standards.
- Participate in department and interdepartmental meetings as required.
- Assists with the delivery of WorkKeys assessments to CWD clients as needed.
- Maintain inventory of program equipment, materials, and supplies.
- Develop, document, maintain, and revise program standard operating procedures that embody the requirements of program coordination.
- Conduct college business professionally and ethically including the College's core values of integrity, diversity, empowerment, service, learning, and collaboration.
- Communicate effectively in a professional, tactful, and courteous manner with students, employees, faculty, and the public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA). Perform assigned responsibilities, and other related duties, and tasks according to established practices, procedures, techniques, and standards safely and with minimal supervision.

**KNOWLEDGE, SKILLS, AND ABILITIES:** Knowledge of college and department policies, procedures, and practices with the ability to answer work related questions; knowledge of the Family Educational Rights and Privacy Act (FERPA); ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational, analytical and planning skills; strong interpersonal skills; ability to participate as a team member; ability to understand and interpret rules and regulations, ability to adjust to change; ability to handle confidential material judiciously; ability to manage multiple projects; broad knowledge of teaching strategies and learning styles; ability to perform all essential functions using safe work methods and following safety regulations relating to job.

**LEADERSHIP and COMMUNICATION SKILLS:** Ability to respond meaningfully to the needs of individuals with respect and sensitivity; excellent customer service skills; ability to communicate effectively with a diverse workforce, student population and individuals with disabilities; ability to exchange ideas, facts, information, and opinions effectively and accurately with others; ability to give instructions or assignments to others; arrive at decisions, develop conclusions, or develop solutions; ability to prioritize and delegate projects; ability to meet timelines and follow-through; ability to present materials effectively to individual students or groups; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; demonstrate ethical conduct and professionalism; ability to direct, manage or lead others; establish and maintain effective and collaborative working relationships with faculty, staff, other departments, students, and the public; may develop and administer operational programs and responsible for short-term and long-term planning; comply and enforce policies, procedures, and instructions.

**DECISION-MAKING and ANALYTICAL SKILLS:** Ability to make administrative and procedural decisions; ability to use independent judgment and discretion; ability to interpret policy and establish methods and procedures; ability to analyze situations accurately and effectively problem solve; ability to mediate conflict and resolve effectively; ability to determine work procedures, promote efficiency; develop and maintain budget; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements.

**EQUIPMENT AND SOFTWARE:** Utilize current College and/or department information technology equipment, software, and programs; standard office equipment and department specific equipment.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; may require flexible schedule to work evenings and/or weekends; available to travel to participate in meetings, conferences, and other activities related to the position duties.

**Physical:** Primary functions require sufficient physical ability and mobility to work in a office setting; to stand or sit for prolonged periods of time; to regularly stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight.

**POSITIONS SUPERVISED:** None

**SIGNATURES:** *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.*

I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required for the job.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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