

GOODWILL INDUSTRIES OF THE COLUMBIA WILLAMETTE

Job Description

TITLE: Career Center Instructor

EEO#: 2

IMMEDIATE SUPERVISOR: Career Center Program Manager

DEPARTMENT: Vocational Services – Training & Development

DIVISION: All

GENERAL SUMMARY: The Career Center Instructor is responsible for managing training initiatives for Goodwill Industries of the Columbia Willamette (GICW) employees and community members by delivering curriculum, as well as facilitating learning workshops and providing certification opportunities for workforce preparedness and career advancement.

PRINCIPAL DUTIES & RESPONSIBILITIES:

Essential Functions:

- Provide training on moderate to complex computer functions using Microsoft Office, Google Suite, and other computer programs commonly used in businesses.
- Administer competency level assessments.
- Facilitate learning workshops for GICW employees and community members through in-person and virtual learning environments.
- Deliver and assist with curriculum development to meet stakeholders' and management goals.
- Manage training initiatives, including but not limited to Microsoft Office, Google Workspace various virtual communication platforms, and IT applications.
- Maintain standardization and quality assurance through department audits.
- Build, strengthen, and maintain internal and external working partnerships.
- Ensure consistency of program offerings, curriculum quality and relevancy, processes, and instructional tools throughout all CC locations.
- Assist leadership with staff onboarding, coaching, and training, as assigned.
- Evaluate program outcomes through learning application assessments and analysis of results.
- Contribute to the program's internal and external communication strategy.
-
- Monitor Career Center students.
- Collaborate across departments to accomplish company goals and maintain working relationships and open lines of communication.
- Foster and demonstrate a positive team environment.
- Provide excellent customer service to all internal and external stakeholders.
- Must demonstrate willingness and ability to adhere to all GICW's policies and procedures, CARF standards, Kaizen guidelines, safety and security regulations.

Incidental Functions:

- Provide training coverage in other departmental areas, as needed.
- Perform miscellaneous duties, as assigned.

QUALIFICATIONS:

Specific:

- Must be 18 years or older.
- Bachelor's degree.
- One year of experience facilitating learning in a diverse education environment.
- Strong adaptability skills.

- Ability to give and understand instructions, learn new things, make proposals, ask questions, and convey information with ease.
- Ability to perform moderate to complex functions utilizing Microsoft Office, including utilizing virtual communication programs.
- Provide own transportation, as required.

General:

- Must maintain consistent, predictable, and satisfactory attendance and punctuality as scheduled.
- Must be able to demonstrate upon request functional literacy and numeric proficiency.
- Must have command of the English language sufficient to verbally communicate with the general public.
- Must not present a significant current risk of substantial harm to self or others in the performance of the essential duties of the job that cannot be eliminated or reduced by reasonable accommodation.
- No record or disclosure of criminal conviction that indicates a tendency toward theft, violence, dishonesty, deceit, drug manufacture or sale, moral turpitude, or predatory behavior or is otherwise in conflict with the functions listed on this job description. This may include passing a state-mandated, federally-conducted criminal background check.
- Must provide proof of identification and eligibility to work in the United States of America.
- Must pass a drug screening test and background check.
- Must be able to perform the essential functions of the job with or without reasonable accommodation.
- Must meet GICW quantitative and qualitative performance standards.

POSITIONS SUPERVISED: None.

WORKING CONDITIONS/HAZARDS:

- Work is primarily performed in an office and classroom environment.
- Travel throughout the service area is required.
- May be exposed to individuals with unique behavior patterns.
- Moderate adaptability required: Work environment occasionally hectic (fast paced) with irregular short deadlines and a limited number of critical or unusual situations.
- DOT Strength Classification – Medium.

Employee: _____

Date: _____

Director: _____

Date: _____