

# GOODWILL INDUSTRIES OF THE COLUMBIA WILLAMETTE

## Job Description

**TITLE:** Employee and Community Education Instructor I

**EEO#:** 2

**IMMEDIATE SUPERVISOR:** Employee & Community Education Program Manager

**DEPARTMENT:** Vocational Services – Training & Development

**DIVISION:** All

**GENERAL SUMMARY:** The Employee and Community Education (ECE) Instructor I is responsible for coordinating and training Goodwill Industries of the Columbia Willamette (GICW) employees and community members. The ECE Instructor facilitates in-person or virtual learning to enhance the personal and professional development of training participants.

### PRINCIPAL DUTIES & RESPONSIBILITIES:

#### Essential Functions:

- Facilitate learning workshops for GICW employees and community members through in-person and virtual learning environments. Learning workshops may include employee onboarding, safety, and leadership development programs; and community training initiatives such as correctional facilities, educational institutions, veteran organizations, etc.
- Coordinate Training and Development (T&D) programs, such as Supervisor Management Development Training (SMDT), Mission-Integrated Business Training (MIRBT), New Hire Orientation (NHO), Donation Attendant Training, and Cashier Training.
- Enter and maintain T&D program data in Vocational Services databases.
- Prepare and submit all required reports.
- Build, strengthen, and maintain internal and external working partnerships by collaborating across departments and maintaining open lines of communication.
- Ensure consistency of program offerings, curriculum quality and relevancy, and instructional tools and processes throughout all locations.
- Assist with curriculum development as assigned.
- Evaluate program outcomes through learning assessments and analysis of results.
- Assist with the creation, maintenance, and distribution of program communication and training materials to support the program's internal and external communication strategy.
- Manage Ancillary Services by coordinating with store locations to fulfill approved requests, providing referrals to other community resources, and maintaining accurate records in the database.
- Assist leadership with staff onboarding, coaching, and training, as assigned.
- Provide excellent customer service to all internal and external stakeholders.
- Foster and demonstrate a positive and creative team environment.
- Must demonstrate willingness and ability to adhere to GICW's rules, policies, safety procedures, CARF standards, and Kaizen philosophy.

#### Incidental Functions:

- Provide training coverage in other departmental areas, as needed.
- Purchase and inventory office supplies; generate and review purchase orders; coordinate with GICW purchasing department.
- 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.
- Excellent writing, editing and communication skills.
- Ability to perform moderate to complex computer functions using Microsoft Office and 365, Google Suite, and other programs, including virtual communication platforms.
- 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 setting. Environment may be heated or air conditioned and may include occasional exposure to potential loud noises and dust.
- Travel throughout the service area is required.
- May be exposed to people with unpredictable behavior.
- High adaptability required: Work environment usually hectic (fast paced) with irregular short deadlines and a limited number of critical or unusual situations.
- DOT Strength Classification: Medium
  - Seldom/Occasionally: Able to lift 26–50 lbs.
  - Frequently: Able to lift 11–25 lbs.
  - Constantly: Able to lift 1–10 lbs.

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Director: \_\_\_\_\_

Date: \_\_\_\_\_