

TELECONFERENCE TRAINING CENTER COORDINATOR
(Albany Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent's primary responsibility is in the administration and coordination of planned program activities in the operation and utilization of the Teleconference Training Center. The incumbent provides assistance to representatives from civic and community groups, government agencies, private entities and Albany Housing Authority staff with the scheduled use of the Teleconference Training Center's facility. The incumbent monitors attendees to insure the proper use of technical equipment, safety standards and operating rules and procedures are adhered to on behalf of the use of the facility. The title promotes using advertising and marketing skills, individual programs and/or annual subscription sales for the facility.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Investigates and develops new initiatives to expand the use and profitability of the center;
- Monitors scheduled HTVN programming and communicates with appropriate attendees/department heads to determine staff interest and participation levels;
- Generates and distributes necessary literature, instructional materials and handouts to attendees as required for the specific programs;
- Coordinates all logistical tasks relative to presentations of programs and special training conferences;
- Responds to user inquiries, complaints, service needs, scheduling accommodations and resolves difficulties to the satisfaction of user and agency;
- Handles cancellations and rescheduling arrangements appropriate to particular training or programming needs;
- Provides complete orientation on the procedures for the use of the facility;
- May provide information on specific accommodations appropriate to the enhancement of a program or training;
- Maintains detailed budgetary information on the financial operations of the center and its equipment, which includes service contracts, construction of training and demonstration materials, etc.;
- Solicits appropriate curriculum and coordinates in-house professional development programs including, but not limited to, career track oriented maintenance and trade related instructions;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of personal computers and office equipment;
- Working knowledge of organizational time management;

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- Good verbal and written communication skills;
- Ability to interact tactfully and effectively with customers or future prospects;
- Ability to work with computerized reservations systems for coordination of accommodations;
- Ability to make sales presentations to potential customers using marketing sales formats;
- Ability to provide property management;
- Good public relations;
- Physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE:

Five (5) years of fulltime paid experience in sales management and marketing/communications or a related field.

Proven experience in developing sales promotion campaigns that involved public presentations, verbal and written communication skills as well as community outreach activities.

SPECIAL REQUIREMENT:

A preference will be extended to applicants with background experience that includes prior work experience and knowledge in developing research-marketing strategies for sales promotions and solicitations.

Must possess a valid New York State Driver's License and availability of private vehicle at time of appointment and for duration of employment.