



Position Description

Title: **Academy Coordinator**
Supervised by: Senior Learning and Development Manager
Classification: Full Time, Salaried, Exempt
Starting Pay: \$72,000 Annual Salary

Position Summary. The Academy Coordinator supports Jubilee's Learning and Development team to ensure a seamless training experience for both internal and external learners attending classes at the Jubilee Academy, a workforce development program for Jubilee Association of Maryland and other organizations supporting people with disabilities. This is a full-time position that involves scheduling classes for the Jubilee Academy and overseeing their day-to-day operational requirements. It also supports internal Jubilee operations by processing training data for Jubilee employees and responding to requests for data from external stakeholders such as the Office of Healthcare Quality (OHCQ). Some weekend or evening work may be required to support classes held at those times. This role is expected to be primarily in person, with the possibility for occasional telework. Candidates should live within commuting distance of our Kensington, Maryland office.

Responsibilities

- Coordinate with internal and external stakeholders of the Jubilee Academy to create monthly class schedules well in advance. Oversee all day-to-day operational details of these classes, including booking the rooms, confirming instructors, ensuring materials are prepared, creating rosters, setting up the rooms, and ordering food if applicable.
- Complete post-class tasks such as filing course reports, emailing certificates, and assisting the Jubilee Accounting and Finance team to prepare invoices, reconcile revenue and expenses, and address tuition payment and refund issues.
- Provide proactive, responsive customer service to internal and external stakeholders across all job functions.
- Input training data for Jubilee employees into Jubilee's internal systems within one business day.
- Monitor the Jubilee training ticketing system and close tickets by providing customer support and, if needed, sending the ticket to another member of the Learning and Development team.
- Respond to requests for training data from external stakeholders such as the Developmental Disabilities Administration (DDA) and OHCQ.



- Assist with completing the Senior Learning and Development Manager's monthly credit card report.
- Recommend systems, technology, and processes to manage and streamline the handling and storage of data. File paper training documents where required.
- Cross-train assigned duties with other departmental staff.
- Other projects and duties related to the functions of the department.

Qualifications

- Extremely detail oriented and organized. Ability to manage multiple projects and detailed transactions daily.
- Experience in or connection to intellectual developmental disabilities services is a bonus; DSPII certification is an additional bonus.
- Adept with commonly used office technology, such as the MS suite, databases, Zoom, smart TV's, etc.
- Excellent customer service.
- Related bachelor's or associate's degree preferred.
- 2 or more years' experience as an executive assistant or operational specialist strongly preferred.

Compensation. \$72,000 per year and competitive benefits including four weeks of vacation, health/dental/life/disability insurance, student loan assistance, paid parental leave, retirement, \$1,000 annual staff development fund, periodic reimbursement of vacation expenses, and much more.

All employees must be fully vaccinated before starting work.

Jubilee is currently operating a hybrid workplace model for most administrative roles. Candidates should live within commuting distance of our Kensington, MD office.

About Jubilee. Jubilee Association of Maryland is a faith-based nonprofit that provides opportunities and support for adults with intellectual and other developmental disabilities to live in and enrich their community while fulfilling their personal, family, social, and spiritual needs. Jubilee was started by Hyattsville Mennonite Church in 1978 as part of the movement to bring people with intellectual disabilities out of segregated institutions and into the community. Since then, Jubilee has grown to be a leader in person-centered disability services, currently supporting more than 180 people who are included in their communities across Montgomery County, Maryland. The organization has a staff of more than 400 and an annual budget of more



than \$30 million. Through partnerships, innovation, and attentive care, Jubilee is a leader in providing the highest quality services and helping demonstrate the power of inclusion. Learn more at www.jubileemd.org.

Jubilee Association of Maryland is an equal opportunity employer that values a diverse workforce. We are committed to equal employment opportunity regardless of race, color, national origin, citizenship, sex, gender identity, sexual orientation, marital status, age, disability, physical characteristics, genetic information, physical characteristics, veteran status, or religion.