
Job Title: Learning & Engagement Coordinator**Job Status:** Full-Time**Department:** Learning & Engagement**Job Grade:** 206**Reports To:** Learning & Engagement Manager**Work Setting:** On-Site**Pay Status:** Exempt**Date Created/Updated:** 1/13/2026**Location:** Customer Service Center

Position Summary

The Learning & Engagement (L&E) Coordinator provides ongoing facilitation and coordination of onboarding programs and various L&E initiatives. Additionally, the Coordinator provides coordination of programs for the L&E team as it relates to efficient use of the Learning Management System. This role actively supports curriculum development and facilitation and is designed to bridge administrative efficiency with developmental growth, assisting in the execution of the Ignite and Foundations programs while serving as a secondary facilitator for various team needs.

Essential Duties & Responsibilities

Department and Organizational Coordination

- Oversee the L&E calendar and email inbox; coordinate facility tours and Training Room reservations; and manage the preparation of packets and onboarding mailers
- Ensure the consistent collection and entry of evaluative data (surveys and check-ins) to support impact dashboards and quarterly reports
- Support team members in the coordination of quarterly planning meetings for various groups within the L&E Collective
- Support development of communications for the L&E department including newsletters and post-training surveys, in partnership with L&E teammates and Internal Communications.
- Ensure internal L&E pages are up to date in partnership with Internal Communications, ensuring accuracy, accessibility, and engaging design
- Ensure all evaluative measures are cataloged clearly and added to the correct locations for dashboarding and creation of impact reports

Training, Learning and Development Support

- Assist L&E partners in researching best practices for learning and engagement; support the development of training materials, toolkits, and instructional resources
- Serve as the support facilitator for training sessions
- Support the delivery of both the Ignite: Year 1 and Foundations Pathway programs
- Systems Administration: Serve as the primary Learning Management System (LMS) administrator, managing registrations, tracking metrics, and ensuring partner departments and committees information is captured accurately in the LMS
- Coordinate communication of upcoming lapses in training, certifications, or registrations for employees throughout NBU
- Support the design, facilitation, and coordination training sessions (in-person and virtual)

Additional Responsibilities

- Collaborate with vendors to bring innovative learning and engagement solutions to the organization
- Provide backup support for the L&D Supervisor as needed
- Stay connected to external talent development and engagement networks to bring best practices into the organization

General Responsibilities

- Maintain regular attendance; leave schedule should be managed to not interfere with the ability to accomplish tasks, including special projects and assignments with deadlines.
- Adhere to NBU safety guidelines and practices at all times and in all situations.
- Maintain a clean and safe work area, office, field site, and vehicle as applicable.
- Develop & maintain effective customer service skills for communications with co-workers, customers, and the public in general.
- Maintain strict confidentiality of business, employee, and customer information in written and oral communications and safeguard sensitive documents.
- Adhere to NBU policies and procedures.
- Exemplifies NBU Core Values.
- Participate in and support initiatives to reach annual NBU Performance Measures.

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Other: Education, Business Analytics, Adult

Work Experience Time Frame: One Plus Years

Education, Training Facilitation, Learning Design, or a related field.

Field of Study: Data or Education fields

Work experience beyond that required will be considered in lieu of a formal degree.

Certification and Licensure(s) Requirements

- Experience with CliftonStrengths, Crucial Conversations, Liberating Structures/Participatory Learning, Action Learning, and/or hybrid training environments is preferred but not required.

Other Minimum Qualifications

- Proven experience in coordinating multi-faceted departments.
- Strong understanding of data, metrics, and dashboarding
- Excellent communication, presentation, and interpersonal skills
- Ability to work collaboratively with cross-functional teams and stakeholders.
- Strong organizational and project management skills

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

Proficiency in using Camtasia, Canva, and other video-making tools.

Experience with Machines, Tools, Equipment and Other Work Aids

Printer, scanner, fax, and phone

Physical Demands

Standing: Frequently

- Making Presentations
- Observing Work Sites
- Observing Work Duties
- Communication with Co-Workers

Fine Dexterity: Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

Walking: Occasionally

- To Other Departments/Office/Office Equipment
- Around Worksite

Lifting: Occasionally

- Supplies
- Equipment
- Files

Carrying: Frequently

- Supplies
- Equipment
- Files

Sitting: Constantly

- Desk Work
- Meetings
- Driving

Reaching: Occasionally

- For Supplies
- For Files

Handling: Occasionally

- Paperwork
- Monies

Kneeling: Rarely

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Occasionally

- File Drawers
- Equipment
- Table and Chairs
- Hose

Climbing: Rarely

- Stairs

Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>				

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELSUUTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date
