Network Administration (IT) Learning Coach

Job description:

Academy of Learning Career College (AOLCC) is looking for Learning Coaches to join its team of education professionals in Scarborough. If you or someone you know loves education, wants to help others in their studies, and is in possession of a recognized Degree or Diploma, consider applying at AOLCC today!

Academy of Learning Career College is responsible for providing a welcoming environment in which adult learners may engage in independent learning activities. It's like taking an online course, but while having access to one-on-one support from a Learning Coach. As a Learning Coach, you will be responsible for the following:

- Assisting with preparation of student orientation packages

- Answering student questions regarding the College

- Creating, organizing and maintaining confidential student files

- Follow up on overdue payments

- Keep student files up to date

- Answer applicant & student requests and general inquiries by email or phone

- Providing guidance to adult learners as they progress through self-directed courses

- Becoming familiar with the courses yourself – you are not an instructor, but you must gain an understanding of course content in order to assist learners through the content

- Performing administrative duties, such as ordering materials, entering student data, generating reports, welcoming visitors, answering telephones, corresponding with various parties, monitoring student attendance, and handling student records

- Creating a welcoming and positive atmosphere for learners

- Proctoring exams

- Coaching adult learners in exam preparation and good study habits

- Preparing soon-to-be graduates for the realities of re-entering the workforce once they complete their studies

Required skills and knowledge:

- Excellent verbal/written communication skills, grammar, and spelling

- proficiency in the Microsoft Office Suite of products (Excel, Word, PowerPoint) Knowledge of office administration procedures

- Ability to manage multiple and changing priorities at once

- High attention to detail

- Strong organization and planning skills

- Exceptional time management skills

- Excellent telephone etiquette

To be considered, applicants must meet the following qualifications:

- Industry specific skills and certifications including CompTIA, A+, Net+, Security+, Cisco CCNA, and core Microsoft Certified IT Professional specializations

- Two or more years' experience in a related field

- Willingness to learn new things

- Passion for education

The following qualifications will be considered an asset:

- Experience working in a Private Career College or other educational environments, preferably as a teaching assistant or facilitator

Academy of Learning welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Job Type: Part-time

Work Location: In person