

ADRBC Professional Development Coordinator

Position Description:

General:

The Professional Development Coordinator presents the organization's professional face in the course of daily front-line stakeholder engagement, and undertakes initial assessment, triage, and routing of incoming inquiries in order to ensure consistent positive user experience.

While not required to be a technical expert in the practice of ADR, the Professional Development Coordinator possesses a strong general conversance with ADR concepts and principles, and ADR-related legislation, legal processes, and terminology.

Reporting to ADRBC's Executive Director, the Professional Development Coordinator also oversees specific front-line tasks associated with ADRBC's four core business activities:

Member Education, Training, & Professional Development:

The Professional Development Coordinator undertakes front-line engagement with ADRBC students and potential students, course coaches and instructors, roster members, legal counsel, and the public. The Professional Development Coordinator responds to education and course-related inquiries, provides potential students with advice as to suitable available course and training modules, and facilitates course on-boarding and registration.

The Professional Development Coordinator is responsible for ensuring all course materials are prepared and delivered for courses in both in-person and online learning formats. This position is responsible for ensuring students, coaches, and instructors have what they need to successfully participate in courses. The Professional Development Coordinator communicates all course results with students in a timely and constructive manner, ensuring meaningful student feedback and student experience. Professional Development Coordinator counsels students in next steps, and ensures that students are supported in their learning journey.

This position is responsible for ensuring ADRBC's consistent delivery of optimal education products. The Professional Development Coordinator engages in regular collaborative communication with both Affiliate and National Education Committees, alongside the conduct of other self-driven activities such as market research, toward ensuring ongoing best practice, high value, and reasonable pricing attached to our professional education products.

Professional Designation Applications:

One of our organization's most important products is the extensive menu of Nationally-recognized Professional Designations tied to key areas of ADR professional practice: Mediation, Arbitration, and

Adjudication. The Professional Development Coordinator ensures that all new Applications are acknowledged promptly, reviewed for complete and fulsome content, and moved forward into next stage review by the appropriate Regional Assessment Committee.

The Professional Development Coordinator acts as conduit and liaison between the Applicant and the Regional Assessment Committee, in order to ensure a compliant and expedient review of the Application. The Professional Development receives and relays Committee findings and feedback... and in cases where an Application is approved, ensures that it is moved forward for final-stage approval by ADR Institute of Canada.

This position is also responsible for staying abreast of all requirements and criteria attached to all Professional Designations, and serves as ADRBC's hub resource for fielding all member and public inquiries about such requirements and the Application process. In concert with these functions, the Professional Development Coordinator also takes every opportunity to educate ADRBC members about the many benefits of our Professional Designations, and to promote those benefits in the course of member engagement

Symposium:

The Professional Development Coordinator functions as ADRBC's central hub for coordinating all activities related to Symposium preparation and event management. Liaising with our Symposium Organizing Team, venue hosts, consultants and other service providers, the Professional Development Coordinator ensures that all key moving parts are working together, toward a seamless and organized event launch. The Professional Development Coordinator ensures that all SOT members, speakers, participants, sponsors, cooperating entities and stakeholders have the information they need in order to successfully discharge their respective roles.

The Professional Development Coordinator assists the SOT in promoting, planning, booking and confirming the Symposium calendar, and in measuring participant feedback throughout the event in order to ensure Program success.

Business Development:

Reporting to ADRBC's Executive Director, the Professional Development Coordinator supports the continued growth of the ADRBC business platform and brand. This position supports the implementation ADRBC's Strategic plan, by engaging in such activities as market research, business case and RFP production, grant writing, identifying new business prospects, and refining the organization's brand, both in B.C. and Nationally.

General Work Parameters:

The position entails a regular 35 hour work week, with some flexibility in structure to suit the ideal candidate. Compensation is competitive as compared with non-profit organizations of similar size.

The Professional Development Coordinator position is hybrid in nature, and requires occasional availability outside traditional business hours in order to attend meetings, events, provide support in periods of high demand or activity, and vacation coverage for team members. ADRBC also strives to accommodate its employees' personal and professional scheduling needs, wherever possible.

Key Skills & Responsibilities

Administrative Skills

- Strong oral and written communication skills, including a willingness and ability to understand and communicate complex ideas and processes related to ADR and litigation
- Excellent time-management and problem-solving skills
- Ability to be responsive and timely in follow-through with stakeholders
- Organization skills, respect for timelines and ability to think multiple steps ahead
- Fluid problem solving, flexibility, and ability to pivot priorities based on changing needs
- Ability to manage multiple interconnected tasks over short and long term
- Very detail oriented, but able to see the big picture
- Ability to maintain a calm demeanor under pressure
- Ability to think quickly and problem-solve creatively in the face of unexpected challenge

Interpersonal Skills

- Excellent interpersonal skills and professionalism
- Ability to deal with strong emotions
- The ability to work independently, but also as an integral part of an effective team
- Creativity and initiative, paired with a willingness to embrace new ideas or programs
- Patience, paired with a sincere desire to work collaboratively with or in support of others
- Critical thinking and good judgement, paired with effective decision-making skills
- A willingness to “know your customer”, and to approach all Stakeholder engagement with vested interest, empathy, and active listening skills.

Technical Skills

- Strong and up-to-date technological capabilities (such as expert use of Microsoft Office suite and Google Apps, web-based collaborative tools, web-page management/editing)
- Excellent email etiquette and ability to write in professional but plain business language
- Ability to learn new technologies
- Strong database and project management capabilities
- Understanding of workflow optimization processes

Knowledge

- Knowledge of ADR and legal processes an asset

- Experience in adult education an asset

Education & Training

- Minimum two years' post-secondary or equivalent
- Previous administrative experience in an ADR, legal, or academic office environment an asset
- Candidates with ADR training and demonstrated administrative skills will be given priority consideration
- Experience in large-scale event planning and oversight also an asset.