



BIOFIELD TUNING

Class Operations Coordinator

REPORTS TO

Senior Director of Training

LOCATION

Colchester, Vermont

TYPE

Full Time

FLSA STATUS

Non-Exempt

SUMMARY / OBJECTIVE

The Class Operations Coordinator supports the Training Department by conducting all activities associated with student training including but not limited to inquiries, registration, tracking, documentation, venues, training manuals, certificates, and database/webstore/system maintenance.

This position requires exceptional customer service and organizational skills as this individual is the first line of contact for people interested in becoming educated in the Biofield Tuning modality.

RESPONSIBILITIES / DUTIES**Community Support & Student Management**

- Respond to potential, and current student inquiries in a timely manner
- Resolve issues to ensure expectations and/or restrictions are understood
- Assist students with payment plan options and document accordingly
- Maintain necessary student registration details in appropriate software
- Document records of deposit holdings and any applicable fees

Class Coordination

- Facilitate scheduling related communications with students
- Organize necessary course details in project management software
- Upkeep class listings in the webstore
- Modify store inventory to correlate with transfers and/or student withdrawals
- Attends appropriate business meetings

Other Responsibilities

- Requires work with others in a group or team, external customers, face-to-face discussions with individuals or teams. Requires strong interpersonal and communication skills that support individuals and teams, effective problem resolution, and sustainable, successful working relationships.

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent organizational and time management skills with the ability to prioritize, and multitask
- Ability to adapt to changing situations in a calm and professional manner
- Strong critical thinking, analytical, and problem resolution skills
- Team Oriented

EDUCATION AND EXPERIENCE

- High School Diploma/GED required, Associate Degree preferred or previous experience in similar business or related field
- Strong technology acumen working with Microsoft Office, G-Suite, Shopify, and project management software

PHYSICAL REQUIREMENTS

Bending or twisting, reaching, sitting, standing, climbing, and walking. Safely moving or lifting objects up to 50 pounds. Use hands to handle, control, or feel objects, tools or controls.

WORK ENVIRONMENT

This is almost exclusively a computer-focused, office-based position. It is required that this individual is adept in using multiple forms of technological communication. If working outside of the office at any point, it is imperative that the person who fills this role is easily accessible and responsive during business hours.

TRAVEL

Travel is not expected for this position.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

This Job Description is not a contract of employment. All employment remains at will. Performing all or some of these tasks to expectation is not a promise or guarantee of continued employment. This Job Description and any tasks listed can be temporarily or permanently changed or modified at any time in the company's sole discretion, with or without prior notice to the employee and with or without being in writing. You may be required to perform other jobs for the company even if not within your job or department. The duties and responsibility describe the general nature and level of work performed in this job. They should not be construed as an exhaustive listing of all job duties and responsibilities by employees so classified.