



## Team Opportunity

**Job Title:** Microsoft Office Learning Facilitator  
**Status:** Independent Contractor (as needed)  
**Reports To:** Workforce Program Manager  
**Pay Range:** \$25-\$30 per hour  
**Location:** Houston, TX  
**Closing Date:** Open Until Filled, Adjunct Pool

## Meet edOpp

Our purpose is to change the way **organizations operate, people, work, and communities exist**. Everyday edOpp Solutions LLC commits to working with purpose. We partner with organizations seeking to attract, hire, train, certify, and retain a high-performing workforce. As the total solutions provider for businesses, nonprofits, government agencies, K-12, and higher education, our team brings over 30 years of industry and professional experience with proven results to impact **Workforce Development**.

We are making an impact on communities and employers by providing innovative solutions to meet their workforce development goals. Our curriculum provides Integrated Education and Training (IET) for students to secure industry-relevant certification, obtain or retain employment within an occupational area, and/or advance to higher levels of future education. We specialize in innovative, interactive, and intensive learning experiences that integrate adult education literacy with workforce training and preparation skills for in-demand or targeted occupations.

With quality services and sound business practices, we meet the industry standards to be certified as Women Business Enterprise (WBE), Minority Business Enterprise (MBE), and Historically Underutilized Business (HUB). Our credibility and strong reputation are affirmed as a Texas Workforce Commission (TWC) Eligible Training Provider, ACT<sup>®</sup> Career Solutions Provider, and through our National Partnerships and Employer Network with Industry Associations. Our vision is to become the world's premier company in learning for the workforce. To achieve this vision, our team must be passionate about serving the educational needs of people at all levels of the workforce.

## The Team

Play a vital role at edOpp as you demonstrate to our learners and client/community partners why edOpp is an innovative industry leader in workforce development. You'll be front and center in delivering innovative, interactive, and intensive learning experiences for diverse learners. We are currently seeking a **Microsoft Office Learning Facilitator** that can create and deliver the edOpp learning experiences aligned with our company's purpose, philosophy, and learning methodology.



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**Discover Learning & Strategy at Work:** [www.edopplearning.com](http://www.edopplearning.com)

It is the policy of the edOpp Solutions to provide equal employment opportunities without regard to race, color, religion, sex, gender identity and expression, national origin, age, disability, sexual orientation, or veteran's status.



## The Opportunity

**You:** You're an innovative and tech-savvy facilitator who can dynamically demonstrate how to operate the functions and commands of Microsoft applications live in the classroom while making students feel comfortable and confident. You teach technology from the heart, mind, and spirit to connect learning outcomes to results. You have the energy and passion to bring edOpp's transformational learning courses and programs to life for our diverse learners and clients.

**Your purpose:** As the need arises, we will count on you to deliver engaging, intensive, interactive, and innovative learning experiences in a virtual and/or onsite classroom environment for subjects at the novice, intermediate, or expert level.

### Your work:

- Deliver multi-day/weeklong courses and learning experiences in a defined area of expertise to meet the needs of an identified employee population or client/community group
- Present the importance of 2019/365 Microsoft Office applications while empowering students to utilize this software
- Utilize a variety of teaching methods and materials which are appropriate for students with diverse educational backgrounds and learning styles
- Manage and facilitates online courses using Zoom, Microsoft Teams, Adobe Connect, D2L Brightspace, and WebEx applications
- Implement student engagement strategies such as chat, whiteboard, breakout rooms, and class polls to create a transformative virtual and/or onsite learning environment
- Utilize applicable facilitation/training aids, manuals, and materials as needed or requested
- Share personal experiences and stories relevant to the subject matter to further support what you teach
- Maintain updated awareness of developments in your subject matter area
- Continually improves the quality of virtual instruction by researching and utilizing innovative methodologies, techniques, and delivery methods
- Research literature and other materials to assure services are developed to the most current evidence-based practices in the subject of the program
- Exercise open, professional, and respectful communication with students and edOpp team
- Provide a safe, thriving, and respectful learning environment for all students
- Establishing rapport and professional relationships with students to encourage participation
- Evaluate students to measure their progress in achieving training/course objectives



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# Talent Management



- and informs students promptly of their progress
- Prepare training evaluation report and analysis to be submitted to edOpp's leadership team
- Attends meetings, training, and orientations as required
- Performs other related duties as assigned

## Experience

2-4 years of experience teaching, training, facilitating, and/or coaching students

## Education

Required qualifications may vary by discipline taught, but generally include Bachelor's degree or higher from a regionally accredited institution is required. Additional certification(s) in subject matter area or industry assessment(s) preferred. A combination of education and experience equivalent to a Bachelor's degree in the specific program being served is considered.

## Knowledge, Skills, and Abilities

- Knowledge of adult learning theory and practice, facilitation and training techniques, and instructional design methods
- Knowledgeable of Dropbox and Google Apps, such as Google Forms
- Familiarity with utilizing the Cloud services of 2019/365 Microsoft Office
- Subject-matter experience in 2019/365 Microsoft Office, specifically Word, PowerPoint, Excel, and Outlook
- Apply critical, theoretical, and practical knowledge of the subject matter
- Convey technical terms from 2019/365 Microsoft Office in an understandable manner
- Mastery of appropriate teaching, group facilitation, audience engagement, and mediation skills
- Communication skills to convey key concepts, actively listen, question and summarize to elicit the sense of the group
- Motivation skills to optimize learning performance of the individual and on group level
- Excellent interpersonal and presentational skills to communicate and engage with diverse audiences
- Requires the application of effective written and oral communication skills to effectively create and facilitate workshops, training sessions, and training materials
- Experienced in teaching in an online setting using applications such as Zoom, Microsoft Teams, Adobe Connect, D2L Brightspace, WebEx, and similar technical applications



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# Talent Management



- Responds effectively to changes, keep calm under pressure
- Frequently communicates with students who have inquiries related to their career training program. Must be able to exchange accurate information in these situations.
- Integrates technology into the learning experience such as live polling, TwitterChat, YouTube videos, mobile learning, etc.
- Ability to connect learning the application, create learning context, provide solutions, understand course materials
- Ability to work with students of varying technology-related skill levels
- Ability to meet deadlines for reports and other required paperwork

## Physical Demands/Working Conditions

This is a physically demanding position in a fast-paced environment that requires constant and repetitive movement of fingers, hands, and wrists. To be successful in this position, you must be able to:

- Must be willing to work a flexible schedule including day, evening, and/or weekend hours to accommodate for various class schedules
- Work in a sitting or standing position for long periods (up to 6 hours) on a computer
- Ability to lift the phone, hold, and listen to it for extended periods
- Constantly operates office activities working in a home-based worksite (e.g., filing, keyboarding, computer research, reading, and writing). Such activities may also include the use of office equipment (e.g., telephone, computer, scanner, printer, desk, cloud storage).

## What's In It For You?

At edOpp Solutions, we believe in supplementing your career through aligning purpose, people, processes, and performance. To do this, we strive to cultivate a positive culture that focuses on the well-being of our team. As a new member of our team, we offer our employees a culture that consists of loyalty and performance over experience. We invest in developing people through high-quality programs, effective coaching, and ongoing professional development.

When you choose to work at edOpp, you are part of our #TeamEdOpp. You will work alongside team members who set and reach ambitious goals every day, be excited to continue to grow with edOpp, and work relentlessly to transform people and organizations through learning.



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