

Team Opportunity

Job Title:	Learning Performance Coach
Status:	Part-time, Independent Contractor based on cohort/coaching schedule
Reports To:	Talent Relations Manager
Pay Range:	\$20 - \$30
Location:	Houston, TX
Closing Date:	Open Until Filled

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 transform **Workplace Learning**, innovate **Business Strategy**, optimize **Digital Learning**, and 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@ 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 participants why edOpp is an

innovative industry leader in workplace learning, business strategy, digital learning, and workforce development. Execute this by assisting our current edOpp Learning Facilitators in their continual growth and reflection of facilitation skills and techniques.

The Opportunity

You: You're a dynamic and innovative individual who can build an alliance and connection between edOpp Learning Facilitators and CORE Team. You utilize a thought-provoking approach and creative process that inspires Learning Facilitators to maximize personal and professional potential. You also can draw out the intelligence and wisdom of Learning Facilitators rather than taking on a role of advising or being an expert coach. As a Learning Performance Coach, you will support Learning Facilitators to help them reflect on their facilitation skills and explore innovative strategies to bring to the classroom. Plus, help to identify professional development opportunities.

Your work:

- Deliver personal, 1–2-hour discovery and/or reflection sessions for a better understanding of the specific professional needs and wants of Learning Facilitators using Adobe Connect, Zoom, Microsoft Teams, and WebEx applications
- Utilize our edOpp Project C.O.A.C.H process to identify each Learning Facilitator's strengths, growth opportunities, cohort challenges, student academic progress, and future edOpp opportunities
- Assist in conducting edOpp professional development sessions centered on the 15 steps of edOpp Facilitation
- Build a personal-professional relationship with Learning Facilitators to provide receptive feedback
- Provide each Learning Facilitator with scheduled one-on-one coaching sessions based on academic calendar and cohort digital learning schedule
- Administer specific assignments that are tailored to meet the needs of the Learning Facilitator
- Collaborate with Learning Facilitators via email support to provide brief and convenient check-ins
- Contribute to Learning Facilitators care by conducting brief check-in calls throughout the month to assess participant progress, hurdles, and provide immediate feedback
- Assist Learning Facilitators in the creation of tailored performance improvement
- Provide the option and availability of class observations for optimal participant-coach comprehension.
- Develop non-judgmental, objective, and mutually respectful relationship with each Learning Facilitator throughout the coaching process



- Provide encouragement and challenges for the participant to aid them in reaching their maximum facilitation potential.
- Practice and always observe the confidentiality of all coaching discussions.
- Keep all coaching records and reports safe and secure during the coaching process and terminate all reports at the end of coaching period.
- Coach Learning Facilitators with active listening skills, questioning techniques, and compassion

Experience

2-3 years as an edOpp Learning Facilitator or Performance Coach. A combination of edOpp Learning Facilitator/Performance Coach with expectations of performing Learning Performance Coach role can be considered.

4 years of employee evaluation, coaching, or supervisory/management experience

Education

Bachelor's Degree required

Knowledge, Skills, and Abilities

- Proficient computer skills that include MS Office (Outlook Word, Excel & PowerPoint)
- Knowledgeable of Dropbox and Google Apps, such as Google Forms
- Experience in conducting coaching sessions in an online setting using applications such as Zoom, Microsoft Teams, Adobe Connect, D2L Brightspace, and WebEx
- Integrates current facilitation trends, best practices, and research into the coaching process
- Knowledge of adult learning theory and practice, facilitation and training techniques, and instructional design methods
- Strong interpersonal skills needed to foster positive, professional relationships with edOpp Learning Facilitators
- Detail oriented with strong written and verbal communication skills
- Possesses excellent customer service skills
- Creative self-starter who is comfortable with both taking initiative and working in collaboration
- Critical thinking skills and problem solving skills
- Possess the mindset of a reflective practitioner to provide insightful coaching
- Ability to work a flexible schedule
- Ability to maintain confidential information



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Discover Learning & Strategy at Work: 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.



- Ability to be creative when it comes to finding workplace solutions
- Ability to provide professional, applicable, and meaningful feedback to facilitators

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 company needs
- Work in a sitting position for long periods of time (up to 6 hours) on a computer
- Ability to lift phone, hold, and listen to it for extended periods of time
- Constantly operates office activities (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).
- Upon receiving a job offer, employee must undergo a criminal background check.

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 wellbeing 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, excited to continue to grow with edOpp, and work relentlessly to transform people and organizations through learning.



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