



**Position Title: Training and Content Development Coordinator**

**Reports To: Training and Content Development Manager**

**Location: Denver, CO**

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Connect for Health Colorado is the state-based health insurance marketplace and support network that allows individuals, families and small employers to compare and purchase health plans from companies including the major health plans in the state in a convenient way. We provide high quality customer assistance by phone and in person, as well as access to federal financial assistance to reduce the cost of health insurance. Our mission is to increase access, affordability, and choice for individuals and small employers purchasing health insurance in Colorado.

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**Position Summary:**

The Training Content and Development Coordinator will assist with the management of the day-to-day office operations of the training team, as well as assist in content development.

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**Position Responsibilities:**

- Offer administrative support with the production of materials and other information dissemination activities that may include proofreading, photocopying and coordination of outside vendors
- Coordinate logistics and provide support for meetings and events including securing sites, webinar/phone set-up, audio & visual set up, development of agendas and meeting materials for the organization's training activities
- Creation of presentations in PowerPoint and Word (or using other MS Office products) as requested
- Assist training and content development team members in creating, delivering and managing content
- Performs multiple, high-level administrative functions in support of the organization-wide training program including assist with multiple calendars, scheduling, expenses and other administrative tasks
- Provides LMS support to Customer Service Center trainers at various sites (managing & updating user permissions/systems roles, assisting with technical issues, user accounts, building and generation of reports, education on using the system, any other system troubleshooting or inquiries, etc.)
- Advise on design and layout of LMS for optimal user navigation and training delivery to serve business & training needs (provide guidance on most effective, efficient, user-friendly way to set up system and meet training and compliance needs)
- Assist in the research, preparation and editing of complex technical documents
- Create, maintain and update documents using MS Office (i.e. Excel, PowerPoint, Word and Visio)
- Assist in the creation of various print and digital media including creating: icons, templates, email, flyers, newsletters, release decks, mini screen capture tutorials, and ad hoc promotional materials
- Assist in tracking project documentation through creation, approval, publication and update lifecycle or deliverables

- Resolve reported documentation issues
- Assist in the creation of operational procedures and manuals
- Analyze existing documentation for consistency in tone and style
- Achieve and maintain strong branding knowledge
- Assist in the administration of the Learning Management System including: developing and maintaining user roles, providing support to end users, following up on any reported issues, uploading content, coordinating and assigning training, running reports, and performing other duties as assigned
- Provide auditing support including requested data, completion reports, documentation on training/certification status, background investigations, and compliance agreements
- Coordinate with organization department leads regarding compliance documents/agreements for various user groups – establish layout and language of agreements, adaptation to electronic signature format, etc.
- Create, track, and manage data of post-training survey as well as general training file management and assets management
- Manage training support e-mail account(s)
- Provide customer service, troubleshooting, login and account support to all LMS users

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**Position Requirements:**

- Minimum of 2 years' previous work experience in an administrative capacity in a Training or professional office setting
- Bachelor's degree in a business-related field preferred
- Experience with course authoring software, e-learning, and working with a Learning Management System
- Proficient in: Adobe CC, InDesign, Photoshop, Camtasia (or similar video/screen capture creation software), Illustrator (or similar product), PowerPoint, WordPress, Microsoft products
- Experience managing vendor(s)
- Understanding of health insurance industry
- Highly organized and responsive with the ability to multi-task
- Experience in a fast-paced environment
- Strong attention to detail (but still capable of stepping back to see the big picture)
- Proficient in using correct grammar and syntax
- Strong technical writing and editing skills
- Advanced skills in producing print and digital media (templates, brochures, flyers, posters, manuals and job aids)
- Familiarity with industry workflow and organization tools are of added value: Slack, Trello, BOX
- Ability to follow through with a variety of people to gather necessary information and materials
- Maintain a positive work atmosphere by acting and communicating in a manner that is cooperative and supportive of customers, co-workers and managers
- Ability to accept creative direction and critique with a professional attitude
- Other duties as assigned

**Preferred Skills:**

- Familiar with HTML, CSS & Javascript
- Hands on experience with logo design, typography, color, web layout design, print production, image selection and package design
- UI/UX design
- Consulting experience a plus

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**Work Environment:**

- Typical office setting; the Connect for Health Colorado office is in the Denver Tech Center area, near the intersection of Belleview and I25.
- Work schedule may include some non-traditional hours, weekends and evening events.
- On-site during office hours, typically 8am-5pm
- Travel is infrequent and only in Colorado, but may occasionally be required, mostly day trips along the Front Range (mileage reimbursement available)

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**Compensation:**

Connect for Health Colorado offers a competitive salary and benefits package. Using Connect for Health Colorado's annual benefits allowance, employees may elect from various benefit offerings and tailor a package to best suit their individual needs. Connect for Health Colorado employees are eligible to participate in the organization's 403(b) plan and are additionally provided with paid time off, short and long term disability and life insurance.

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**To Apply:**

Please complete our online application by clicking [HERE](#).

**Connect for Health Colorado is an equal opportunity employer (EOE). Connect for Health Colorado may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a condition of employment.**

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