Peace Education Program
The Prem Rawat Foundation

SUPPORT TEAM REPRESENTATIVE for Central America

OBJECTIVE: To support Peace Education Program licensees in Central America

REPORTS TO: Peace Education Program Support Manager

DESCRIPTION: The Support Team representative is responsible for communicating with Peace Education Program licensees and prospective licensees regarding starting a course in an organization, accessing course materials and resources, and reporting courses.

RESPONSIBILITIES:

- Respond to inquiries and answer questions (as needed) with Peace Education Program licensees and prospective licensees
- Maintain communications with licensees and prospective licensees
- Provide continuing support for and facilitate access to Peace Education Program course materials and resources
- Implement a follow up plan with licensee after license has been issued and provide ongoing support
- Connect licensees with Peace Education Program management to provide specialized support when appropriate
- Understand the reporting system and advise licensees on its proper use
- Provide monthly written updates on communications with licensees, including feedback and questions
- Attend monthly conference calls
- Assist with the license approval process

SKILLS AND EXPERIENCE:

- Good working English and excellent written and verbal communication skills in Spanish
- Good proactive communications skills
- Good organizational and customer service skills
- Good computer skills in Microsoft and Google applications
- Experience with the Peace Education Program

REQUIRED RESOURCES: Private computer, video conferencing ability

TRAINING/ORIENTATION: Provided by Peace Education Coordination Team with ongoing mentoring

LOCATION: Living in, and/or in depth knowledge of the region and its culture

TIME COMMITMENT: Approximately 10-15 hours per month

APPLICATION PROCESS: Please send resume/CV and cover letter to volunteer@tprf.org