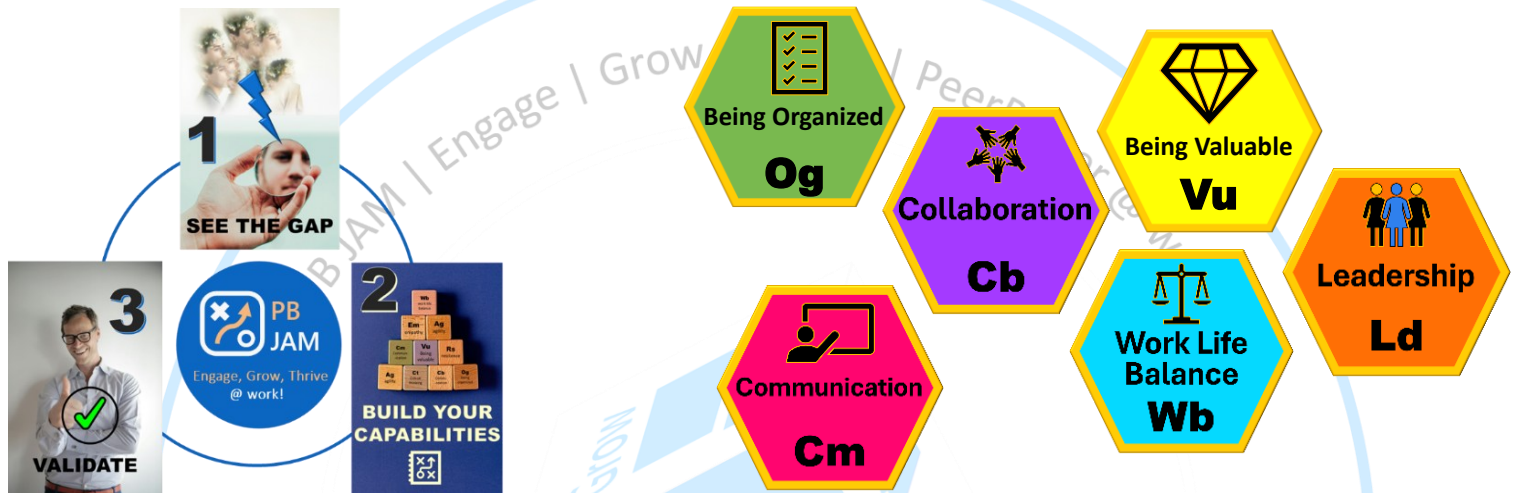




PB JAM Facilitator Coordinator Engagement Description

What is PB JAM?



PB JAM is a science-based professional development platform built around a simple but powerful idea: the fastest way to grow professionally is to see yourself clearly, build the right capabilities deliberately, and have the people around you confirm that the change is real.

We call this **See • Build • Validate** – and it is the methodology behind everything we do. Through our **Six PB JAM Facets©** (Communication, Collaboration, Leadership, Being Organized, Work-Life Balance, and Being Valuable), participants identify the precise gaps holding them back – not their assumptions about those gaps. A three-point diagnostic triangulates perceived skill, behavioral frequency, and stakeholder perception. Larger variation across the three signals a higher probability of a blind spot, and that is exactly where development begins.

What makes PB JAM different? Most professional development either individualizes without scaling (executive coaching) or scales without individualizing (generic training). PB JAM does both – through small, curated peer groups of professionals from different companies, industries, and cultures, guided by an experienced facilitator through structured 12-week cohorts. The diversity of perspectives is the mechanism. Each peer sees your challenge through a lens you simply don't have.

The outcomes are verified – not self-reported. Over **300 professionals across 4 continents** have been through the PB JAM journey, with an **80%+ stakeholder-validated success rate**.





Why join PB JAM?

PB JAM is at an exciting stage. The methodology is proven, the outcomes are real, and we are now building the team and infrastructure to bring this to many more professionals and organizations around the world. Joining PB JAM now means you are part of that growth story – not just filling a role, but helping shape what this platform becomes.

We hire for shared values above all else. Our ten values – **Curiosity, Authenticity, Grit, Humility, Empathy, Respect, Inclusiveness, Transparency, Trust, and Doing Good** – are not just words on a page. They are the daily operating system of everyone on our team. We encourage you to read about them before we talk, and to come to the conversation ready to share which value resonated most with you – and why. That conversation tells us more than any resume.

Explore our values at pbjamplatform.com/pb-jam-values.

Role of PB JAM Facilitator Coordinator (FC)

Facilitators are the heartbeat of every PB JAM cohort — and the Facilitator Coordinator makes sure the right facilitator is always in the right place at the right time. Where the Critical Friend to Facilitators (CFF) focuses on the human and developmental side of facilitator engagement, the FC owns the operational backbone that makes it all run smoothly. If the CFF is the relationship, you are the rhythm.

- Maintaining a current, accurate facilitator roster — availability, expertise, industries, scheduling preferences
- Matching and assigning facilitators to new cohorts based on participant needs, facilitator strengths, and scheduling fit
- Managing facilitator onboarding logistics — orientation calls, materials, readiness confirmation before cohort launch
- Tracking active assignments and flagging coverage gaps well before they become problems
- Coordinating with the CFF on facilitator performance signals and engagement needs
- Coordinating with the Customer Success team so facilitator assignments align with customer expectations
- Maintaining scheduling and assignment records in PB JAM's CRM and operational tools
- Supporting the bi-annual facilitator engagement plan in partnership with the CFF and PB JAM management

Key characteristics of our FC

- Graduate or post-graduate degree in any discipline — operations, psychology, communications, or business preferred (from 5 years of experience to retired enthusiasts)
- Highly organized with a natural eye for detail — you notice what others miss, and you close the loop





- Proven experience in operations, program coordination, scheduling, or a role where managing multiple moving parts was the norm
- People-oriented — comfortable reaching out to new contacts, building rapport quickly, and keeping facilitators feeling informed and valued
- A clear, warm communicator — in writing and in conversation
- Comfortable with CRM and scheduling tools — MS Office, Slack, Calendly, Zoho, or similar
- A good listener who routes feedback to the right person without letting it get lost
- Proactive by nature — you anticipate coordination needs before they become problems

Time commitment

We allow our FCs to choose their own time commitment per week — which days, and how many hours — but we do need them to be available to complete assigned tasks on time. Life happens, and we understand that. Active, clear communication is a necessity at PB JAM.

A typical week involves reviewing the facilitator roster, processing new cohort assignments, following up on scheduling confirmations, and a brief sync with the CFF on facilitator engagement. A short weekly update to PB JAM management covers roster status, upcoming cohort launches, and any open items needing attention.

We highly encourage FCs to write blog posts on the PB JAM platform and engage in facilitator group chats and forums. First-hand familiarity with the facilitator and participant experience makes your coordination sharper — and far more human.

Current openings

We do not have an open position for this role right now – but we are always scanning for the right people. If you are passionate about people and aligned with the PB JAM values and mission, we want to hear from you. The right fit matters more to us than the right timing.

Compensation

Our goal is to bring a smile to your face and your wallet as the PB JAM Facilitator Coordinator! We offer competitive hourly rates even for short-term engagements. Our compensation typically has a strong bonus component driven by the stakeholder feedback and peer group vitality scores.

Interested? Contact us! [Schedule a call with us to explore a mutual fit!](#)

We look forward to getting to know YOU! Let's nurture better workplaces together.

