

Job Description

Job Title: Training Specialist
Department: Operations
Reports To: Head of Operations
FLSA Status: Exempt

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Approved By: Karla Downing
Date: 01/01/12

Section 1: Summary of the Position

Responsible for overseeing all aspects of training from designing and managing a broad based program for all employees to individual positional training.

Section 2: Primary Responsibilities

Design and plan a broad based training program for all incoming employees

Work with individual departments in the development and implementation of positional level training

Develop and execute training methods that efficiently prepare employees for their position

Maintain knowledge of company products and services offered for training needs

Establish and maintain good relationships with department staff

Maintain appropriate records for the design, development, and implementation of training program

Prepare periodic progress reports to keep Head of Operations and other management informed of training activity

Follow up on any department inquiries related to training in a timely manner

Schedule any resources or personnel required for individual training

Manage additional training personnel

Evaluate the success of training program and make changes as needed

Perform other job related duties as assigned

Supervisory Responsibilities:

Manage training staff as well as any supporting staff

Section 3: Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability

Ability to read, analyze, and interpret general business periodicals, professional journals, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Prepares and completes clearly written, well organized documents free of grammatical, punctuation, and spelling errors. Ability to effectively present information and respond to questions from groups or managers, clients,

customers, co-workers, and employees. Conveys information in a clear and concise manner.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Computer Skills

To perform this job successfully, an individual should have a working proficiency and knowledge of Apple OSX Client, Apple hardware, Project Management software, and Document Management Software.

Education/Licenses/Certificates

Bachelor's degree (B.A. / B.S.) from four-year college or university; experience in developing and implementing a training program is preferred.

Section 4: Travel

Required Travel: 10% of hours

This position requires 100% travel both internationally and within the United States of America, via air, rail or road, travel in car, van or truck.

Section 5: Physical and Environmental Demands of the Position

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands and talk or hear. The employee is frequently required to stand, walk and sit.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may occasionally be exposed to wet or humid conditions (non-weather); work near moving mechanical parts; outdoor weather conditions; risk of electrical shock and vibration.

The noise level in the work environment is usually moderate.

Section 6: Employee Acknowledgement of Receipt

The information contained in this job description is intended to describe the essential job functions required of those assigned to this job. It is not intended to be an exhaustive list of all accountabilities, activities, and knowledge needed to perform the job. Please note that job functions are reviewed periodically and are subject to change based upon company business need.

Employee Name (printed)

Employee Signature

Date

CC: Employee
Employee General Personnel File