



Training & Development Manager

Responsibilities:

- Provide Leadership to the training cost center within the district by tracking and enforcing metrics related to classroom training, ride-along completion, and necessary certification completion
- Serves as a positive role model and embodies professionalism for their team and region
- Builds and maintains relationships with senior field leadership to understand current training needs and anticipate future training needs
- Partner with field leadership to develop field trainers
- Oversee implementation, execution and completion of new hire trainings, continuing education, and remedial training rides
- Develop and coach the training team by conducting classroom observations and give feedback aimed at improving performance
- Oversee implementation of best practices to drive safety, quality, and training improvements
- Partner with L&D as needed to build quality training material & programs
- Drive adoption of new USIC field initiatives
- Manage training districts budget
- Participate in cross functional meetings to ensure training alignment with HR & operational needs

Qualifications:

- TDL or Supervisor experience is required. 2+ years preferred
- Driver and Quality scores of 9 or higher are required
- Ability to travel 25%
- Previous experience with training software preferred
- Proficient with MS Office
- Passion for safety, quality, and training excellence

Required Skills:

- **Organizational Skills:** Ability to use your resources efficiently and effectively
- **Self Management:** Ability to demonstrate self control and an ability to manage time and priorities with little to no supervision
- **Verbal Communication:** Ability effectively convey directives, processes, feedback as well as receive feedback from relevant stakeholders
- **Project Management:** Ability to initiate, plan, and execute a project balancing quality and timeliness of deliverables
- **Written Communication:** Ability to convey information or ideas through the written word
- **Interpersonal Skills:** Ability to interact and communicate with others in a way that builds trust and credibility
- **Delegation:** Ability to effectively assign responsibility for specific tasks from one person to another
- **Business Acumen:** Ability to understand and make decisions based on how specific work function or department impacts overall business performance