



# Sr. Training & Development Manager

## Responsibilities:

- Strategically align training resources and team priorities based on the needs of their division
- Coach and develop Training & Development Managers and provide them with upskilling opportunities
- Travel within division to help support TDMs and field training teams
- Conduct virtual or in person classroom observations within division to ensure accurate and effective training delivery
- Pull, analyze, and leverage data around relevant training metrics such as certification completion rates, attrition numbers, damage numbers, etc.
- Serve as the main point of communication between senior leadership and field training teams
- Collaborate with senior operations leadership to identify ongoing training needs
- Assist with building and implementing complex training projects and initiatives
- Attend and participate in capacity calls to provide relevant training information and understand training needs for headcount decisions
- Collaborate with other training departments (Design/Training Ops) to ensure goals and initiatives are met

## Qualifications:

- 5+ years previous management experience required
- Proven track record of successful leadership in roles that involve complex learning environments
- Ability to travel 25-50% of the time
- Advanced knowledge of adult learning and curriculum facilitation methodologies

## Required Skills:

- **Leadership Skills:** Ability to influence and guide a group of people toward achieving a common goal
- **Organizational Skills:** Ability to use your resources efficiently and effectively
- **Interpersonal Skills:** Ability to interact and communicate with others in a way that builds trust and credibility
- **Project Management:** Ability to initiate, plan, and execute a project balancing quality and timeliness of deliverables
- **Verbal Communication:** Ability effectively convey directives, processes, feedback as well as receive feedback from relevant stakeholders
- **Adaptability:** Ability to adjust quickly and effectively to changing circumstances
- **Self Management:** Ability to demonstrate self-control and an ability to manage time and priorities with little to no supervision
- **Prioritization:** Ability to effectively evaluate urgency, impact, and consequences of numerous tasks that need to be completed
- **Project Management:** Ability to initiate, plan, and execute a project balancing quality and timeliness of deliverables
- **Accountability:** Taking responsibility for their own actions, their team's actions, and the outcomes of those actions
- **Business Acumen:** Ability to understand and make decisions based on how specific work function or department impacts overall business performance