

POSITION TITLE: Training & Development Manager

DEPARTMENT: Human Resources

SALARY: \$60,000 - \$70,000 annually, dependent upon experience

STATUS: Exempt

POSITION SUMMARY:

Under the direction of the Chief Employee Experience Officer, the Training & Development Manager creates, coordinates, implements, facilitates, and oversees the WHA's agency-wide employee training and performance management programs. The Training & Development Manager works with department vice-presidents to ensure that all employees are provided with a robust training curriculum, professional development resources and growth opportunities, and identifies new and ongoing training and development needs that align with the agency's mission, vision, and goals and implements those programs from needs assessment through post-program analysis. This position is a full-time, fully-benefited, onsite (not remote) position Monday through Friday, 8:00 a.m. – 4:30 p.m. in Worcester, MA. This position may require occasional work outside of normal business hours to attend events, conferences, or seminars.

ESSENTIAL FUNCTIONS

1. Identifies agency training and development needs through assessments, interviews with department heads and staff, review of current training materials, and job shadowing.
2. Captures and tracks trainings for employees within assigned time frames and communicates results to managers and Human Resources.
3. Designs and coordinates employee training and development plans, including determining audience, training needs, and platforms for training delivery, as well as preparing materials, presentations, quizzes, and certificates.
4. Conducts post-training analysis including surveys to monitor and evaluate program effectiveness, success, and return on investment.
5. Looks for ways to optimize common employee trainings into web-based classes, including quizzes and other interactions as needed, and creates new trainings designed to be delivered electronically for consistency and convenience purposes.
6. Works with department vice-presidents to establish and maintain training manuals and to ensure they are reviewed and updated regularly.
7. Conducts check-ins with new employees at various times periodically during their first year to ensure they are getting the resources they need and a satisfactory onboarding experience; periodically meets with tenured employees for a full view of the employee experience.
8. Works with supervisors to provide leadership training, coaching, and guidance in dealing with personnel matters with their staff, including overseeing and approving all employee improvement plans (EIPs).
9. Manages the employee performance evaluation process, including updating forms as needed, reviewing evaluations to confirm they are useful and reliable, assisting managers in establishing SMART employee goals, and ensuring timeliness of submission.
10. Creates and leads agency-wide professional development workshops and lunch and learns, designed to encourage collaboration, positivity, learning, equity, and growth.
11. Searches for gaps in training content and materials that need updating to generate higher productivity and safety among staff.

12. Collaborates with vendors and third-party training providers to arrange employee registration for and participation in outside training programs.
13. Prepares, implements, and manages agency training budget.
14. Continually researches methods and techniques in workplace training and remains up-to-date on developments within the industry.
15. Works with the WHA Marketing Specialist to create internal marketing materials to announce training programs and details.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Four (4) year college degree;
2. Minimum of three (3) years of experience directly supervising staff;
3. Experience as a trainer, or training facilitator, particularly in assessing training needs, designing and developing materials and curricula, analyzing effectiveness, and leading and facilitating adult training experiences;
4. Knowledgeable about current job training methods and techniques and best practices in learning and development;
5. Strong leadership and customer service skills;
6. Ability to manage up - communicating effectively with senior leadership and to coach supervisors and managers in creating effective, productive teams;
7. Outstanding interpersonal communication (both oral and written), including public speaking and presenting;
8. Excellent computer skills, including proficiency in Microsoft Office programs;
9. Multicultural sensitivity and awareness; ability to communicate effectively with diverse audiences;
10. Exceptional organizational skills, including the ability to multi-task and manage priorities;
11. Ability to be relied upon to be available to work.