



## **TRAINING MANAGER**

Reporting to the VP, Operations this position will be responsible for improving the productivity and customer service of the organization's employees. Responsibilities include conducting an organizational assessment to determine the annual training priorities that drive organizational performance; design and delivery of effective training programs that educate, improve, and/or enhance performance. The position will supervise employees in the Training Department.

### **EDUCATION**

- A bachelor's degree in education, business administration or liberal arts is required.
- Advanced degree or certifications in adult learning, e-learning management, instructional design, or organizational development preferred.

### **WORK EXPERIENCE**

- A minimum of five years of experience in a corporate training function.
- A minimum of three years of experience in managing a team
- Experience in e-learning design, curriculum development, and learning management systems.
- Experience in the travel, hospitality, or healthcare industry strongly preferred.

### **ESSENTIAL JOB FUNCTIONS:**

#### **Training Assessment and Development (50%)**

- Conducts organizational needs analysis in partnership with managers and supervisors to determine training needs.
- Assesses the current knowledge and skills of staff in all departments to set baseline for training results management.
- Formulates training policies, programs, and schedules, based on knowledge of identified training needs, business systems, or changes in products, procedures, or services.
- Selects appropriate instructional procedures or methods such as individual training, group instruction, self study, lectures, demonstrations, simulation exercises, role play, and computer-based training.
- Organizes and develops training manuals, reference library, testing and evaluation procedures, multimedia visual aids, and other educational materials.
- Trains assigned instructors and supervisory personnel in areas such as new employees' orientation, on-the-job training, management development, and adaptations to changes in policies, procedures, and technologies.
- Researches and selects outside consultants and trainers to conduct training in specific topics.
- Designs and facilitates training programs as appropriate.

#### **Training Management (30%)**

- Establishes, maintains, and manages the organizational learning scorecard.
- Tracks and reports on training activities, effectiveness, and impact on organizational performance.
- Provides upward feedback to Directors on participation, comprehension, compliance, and other learning metrics.
- Compiles data and analyzes past and current year training requirements for budget requests and justify funds requested.
- Determines the ROI of training programs based on established ROI methods and practices.
- Accountability for overall training effectiveness for organization.
- Manages training vendors and consultants for accountability and results.

#### **Functional and People Management (20%)**

- Manage all personnel activities of staff (i.e., hires, trains, rewards, motivates, disciplines, terminates, performance reviews, and pay discussions).
- Manage the career development of each team member and act as a coach and mentor.
- Responsible for developing the budget for training expenses, personnel, capital, and/or operation expenses.
- Be a role model of EA USA's corporate values and principles.

Interested candidates should provide cover letter and resume to [RManu@europassistance-usa.com](mailto:RManu@europassistance-usa.com)

**Europ Assistance USA, Inc.**

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