JOB TITLE: Manager, Training & Development

Reports to: Director, Human Resources
Department: Human Resources
Classification: Exempt
Division: Corporate
Date: 1/31/2017
Approved: 1/31/2017

GENERAL OVERVIEW OF KEY ROLES & RESPONSIBILITIES:

The Manager of Training and Development will be responsible to provide consultation, development and delivery of high quality, cost effective and timely learning and development programs and communications to employees in all US locations. The right candidate will help drive company values and philosophy and ensures all training and development activities are strategically linked to the organization’s mission and vision. Works with leadership team to identify and address employee and organizational development needs. Training programs will focus on a variety of topics, including company philosophy and culture, human resources training and leadership skills. The Manager of Training and Development will be expected to facilitate regulatory trainings and ensure that WES remains compliant.

ESSENTIAL & CORE FUNCTIONS:

1. Facilitates New Employee Orientation and ensures that all attendees sign all compliance related documents.
2. Facilitates CPR, First Aid and AED training as well as CPI training.
3. Tracks all compliance related training and forms.
4. Promotes, informs and influences attendance for available training programs.
5. Works with management and human resources colleagues to manage the On Boarding Process.
6. Coordinates the WES Institute in conjunction with the participating executives.
7. Partners with Senior HR Manager to execute trainings to improve service performance and a positive employee engagement experience.
8. Partners with Benefits Manager to coordinate trainings and events that will help our employees to better understand benefits as well as personal success with health, wellness and finances.
9. Facilitates the process with training grants.
10. Participates in regulatory compliance audits with CBH, DPW, DBH, etc.
11. Monitors enrollment and attendance at training classes.
12. Helps employees identify specific behaviors that will contribute to service excellence.
13. Ensures employees receive on-going training to understand guest expectations.
14. May facilitate trainings for attendees such as non-WES employees and/or contractors; Collects fees from attendees via money order and manages process through completion.
15. Observes service behaviors of employees and provides feedback to individuals and/or managers.
16. Meets regularly with participants to assess progress and address concerns.
17. Partners with operational leaders to assess if employees demonstrate effective technical and leadership skills.
18. Reviews comment cards, satisfaction results and other data to identify areas of improvement.
19. Ensures all training and development activities are strategically linked to the organization’s mission and vision.
20. Identifies performance gaps and works with managers to develop and implement appropriate training to improve performance.
21. Makes any necessary adjustments to training methodology and/or re-trains as appropriate.
22. Aligns current training and development programs to effectively impact key business indicators.
23. Establishes guidelines so employees understand expectations and parameters.
24. Incorporates customer satisfaction as a component of departmental meetings with a focus on continuous improvement.
25. Manages budgets in alignment with the organization’s and department’s goals.

ADDITIONAL RESPONSIBILITIES:

1. Performs other duties and special projects as assigned.
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PREREQUISITES & QUALIFICATIONS FOR THE POSITION:

1. A minimum of an Associate’s Degree from an accredited college or university required.
2. Three (3) years of training experience required.
3. Experience in developing training programs required.
4. CPI Instructor certification required.
5. CPR/First Aid/AED Instructor certification required.
6. Ability to travel to all WES locations in the United States.
7. Ability to work evenings and occasional Saturdays as needed.

COMPETENCIES & PERSONAL CHARACTERISTICS

1. Proficient in computer programs such as MS Office, Excel, Word and PowerPoint required.
2. Solid oral and written communication skills.
3. Good organization skills including the ability to prioritize work and manage conflicting deadlines.
4. The ability to work well with others.
5. The ability to handle conflicts with diplomacy and tact.
6. The ability to listen and evaluate objectively.

ORGANIZATIONAL ACCOUNTABILITY & RELATIONSHIPS:

1. The individual is to be supervised by the Director, Human Resources.

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 occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

Work environment characteristics 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 exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.
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GENERAL SIGN OFF:

The employee is expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

I have read and understand this explanation and job description.

Print Name: ____________________________________
Signature: ______________________________________ Date: ______________

Human Resources/Management Signature __________________________ Date: __________