

## Job Description



**Job Title:** Talent Training Manager

**Status:** Exempt Full-Time

**Effective Date:** January 2, 2025

### JOB SUMMARY:

Under the supervision of the Great Kids (GK) Director of Partner Experience, this position oversees the GK Training Team and support system trainers, implementing quality assurance efforts, supporting customer experience processes, and coordinating products and training services. This position will work with various departments on special projects and assignments as needed.

### PRINCIPLE DUTIES, RESPONSIBILITIES, AND JOB FUNCTIONS:

Directs the activities and functions of staff responsible for delivering training and special presentations, training coordination, and platform administrator Tasks related to this responsibility may include, but not be limited to:

- a) Manages and directs the work of the GK Training Team consisting of trainers, training admin support specialist, and platform administration specialist. Facilitate weekly individual supervision sessions with each staff member and document the content of the meeting.
- b) Report any strengths and opportunities to improve staff performance and human resources-related concerns to the Director of Partner Experience.
- c) The oversight of training coordination will include interfacing with new and existing customers regarding training and technical assistance, contract management, and overall training service coordination, including travel logistics.
- d) The oversight of the platform administration will include ensuring technical support, maintenance of data tracking analysis systems, report development, and coordination of communication systems, both internal and external.
- e) Coordinates training quality assurance efforts to include reviews of reports regarding trainers' written and verbal seminar input for internal GK QA review, product or seminar recommendations, customer care and tech support opportunities, and follow-up requests by agency/individual training participants.
- f) Observe trainer's seminars and other facilitations for continuous quality improvement purposes. Provide written reports outlining strengths and opportunities.
- g) Under the Director of Partner Experience's guidance, complete regular updates to the Trainer's Operations Guide and associated tools for ongoing continuous quality improvement.
- h) Provide GK trainers and system trainers with support for GK virtual and in-person seminars through various methods, including conferencing calls, telephone, emails, etc.
- i) Collaborate with other staff on trainers' seminar assignments, problem-solving, and implementing internal quality assurance efforts. Will provide support calls to GK trainers outside regular one-on-one as needed, ensure coverage for post training support calls, and pre-and-post-training support to programs when a backup is needed.
- j) This position will serve as a "backup trainer" when unexpected, emergent needs occur.

- a. Will serve as a Mentor Trainer to candidates engaged in GK's mentoring programs, as needed.
- b. Provides consultation and technical assistance to the Leadership of systems and programs to support the implementation of best practices and fidelity.
- c. Markets GK products at national conferences, in-person, and/or virtually as needed.
- d. Plans and coordinates ongoing professional development for GK and system trainers. Works with other staff to plan GK Certified Trainer and other professional development as needed.
- e. Serves as a GK liaison with national/international customers and leadership groups to maintain solid relationships.
- f. Participates in GK team weekly and monthly meetings, weekly one-on-one calls with the Director of Partner Experience, and attends Leadership calls as frequently as needed. Some after-hours and weekend work may be required to meet project demands or tasks assigned.
- Other Duties: Provides additional support to meet department needs and perform other duties as assigned.

ADDITIONAL:

1. All other duties as assigned.
2. Contributes and manages progress toward the GKI strategic goals in job and organizational responsibility areas.
3. Maintains current knowledge of the field and skills related to areas of responsibility.
4. Maintains professional documentation in hard copy and electronic files, per GKI procedural guidelines, for all areas of responsibility.
5. Able to travel nationally and internationally, as required, to meet job requirements. Has all required travel documents.

EDUCATION:

Bachelor's degree in business or human services related field or alternate Bachelor's degree plus two or more years of relevant work experience and education combined.

PROFESSIONAL EXPERIENCE:

- Preferred three years of experience using GK product lines and Technical Assistance – Quality Improvement.
- Minimum two (2) years of experience in training, higher education, or in the field of adult learning.
- Two years' experience supervising dynamic teams; preference for home visiting, trainers, early childhood staff, and customer service staff
- Preferred experience in delivering training in English and Spanish.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Accurate, thorough, timely, and reliable work performance.
2. Demonstrates skills for prioritizing and completing multiple tasks per required timelines.
3. Proficient in Microsoft Office Suite software. Ability to quickly learn new software systems as required, including but not limited to learning management systems, customer relations management software,

and project management software.

4. Demonstrates professional judgment in responding to potentially sensitive situations for GK by assessing a problem from several perspectives, considering various alternatives, and choosing the appropriate course of action while maintaining due respect for the interests of all those involved, including protecting the appropriate interests of Great Kids. Consult with the Manager or Director regarding sensitive situations for support and guidance.
5. Respectful of the needs and concerns, including the privacy of co-workers, customers, and others. Practice Strength-Based and Solution-Focused communication with co-workers, business contacts, and customers. Advances the morale of the GK Team through strength-based interactions and a positive attitude.
6. Demonstrates flexibility and a positive attitude when priorities shift and the workload is heavy.
7. Strong, effective team player.
8. Pleasant telephone skills.
9. Effective written and verbal communication skills.
10. Effective troubleshooting and critical thinking skills.
11. Ability to deliver criticism and correction, where appropriate, in a respectful and constructive manner.
12. Bilingual in English and Spanish desired.
13. Extensive knowledge of research and societal impacts of infant and child development, infant and adult mental health, parenting practices, family dynamics, child abuse and neglect, domestic violence, substance abuse, and motivating for behavior change, prevention, and home visiting.
14. Public speaking skills with experience in developing and delivering in-person & virtual presentations. Certified GKI trainer preferred.
15. Excellent virtual presentation skills and knowledge of Zoom and/or other virtual meeting platforms.

#### WORKING CONDITIONS:

Virtual office position if candidate resides outside GK Headquarters office. Must have access to reliable internet and phone service—a dedicated space, free from distraction and professional appearance. Must comply with the Remote/Work from Home Policy.

Generally good working conditions with little or no exposure to extremes in noise, temperature, or health hazards.

#### PHYSICAL AND MENTAL DEMANDS:

The role typically works in an office environment and is a sedentary position with the required ability to sit or frequently stand throughout the day. The position requires the ability to move around workspaces and the office occasionally. This position must constantly operate a computer, phone, and other office productivity equipment. This position frequently communicates with the staff, clients, vendors, and suppliers.

In situations where the position may need to support shipping and inventory: The physical requirements include the ability to stand and walk around in the shipping and inventory rooms approximately 4-5 hours per day, the ability to lift and carry up to 35 lbs. boxes multiple times during each work hour.

#### GENERAL:

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by their Manager/Director. All requirements are subject to change over time and possible modification to reasonably accommodate individuals with a disability.

I hereby certify I have received, read, understood, and will retain a copy of this job description.

**EMPLOYEE:**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**MANAGER/DIRECTOR**

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_