



Training Consultant

JOB DESCRIPTION:

Job Title: Training Consultant
Reports to: Education Services Manager
Department: Human Resources & Support Services
Section: Education Services
Job Status: Exempt
FLSA test: Administrative

JOB SUMMARY:

This position collaborates with subject matter experts (SMEs) throughout the company to analyze training needs. This position is responsible for the design, development, creation, delivery, and evaluation of training courses and programs. Various training methods are employed to accomplish learning. They include but are not limited to CBT Modules, Web Conferencing, and Instructor-led Training.

ESSENTIAL FUNCTIONS:

- Conduct regular needs assessments with Managers.
- Design and create training programs that meet the needs of the customers.
- Develop and maintain curriculum and presentation materials to support recommended training programs.
- Promote professional development opportunities.
- Research and recommend training opportunities.
- Coordinate with training and software vendors for services as needed.

- Troubleshoot and assist end users with Learning Management System courseware issues.
- Conduct research to develop training curriculum.
- Review, edit and produce training curriculum and learning plans as needed.
- Facilitate SME reviews of training materials.
- Conduct and analyze Kirkpatrick's Level 1 and 2 evaluations for all courses.
- Participate in Human Resources and Education Services meetings.
- Present classroom instruction as needed at the state office and remote locations.
- Participate as assigned in company projects. This includes:
 - Facilitating meetings
 - Coordinate training material reviews
 - Creating project management documentation (project charters, schedules, PCRs, status reports, etc.)
 - Creating training materials
- Report completed activities to Education Services Manager monthly.
- Participate in company and professional activities to stay abreast of training and insurance developments.
- Participate in research to keep abreast of adult learning principles and training technologies.
- Regular, predictable attendance as employee has to physically be in the office.
- This list of essential functions is non-exhaustive and may be supplemented as necessary.

JOB SPECIFICATIONS:

- Physical demands: Sitting; Speaking to large or small groups; Standing; Normal vision/hearing (with or without correction); Occasional lifting not to exceed 25 lbs.; Dexterity of hands to operate a keyboard, mouse, and other computer peripherals.
- Mental demands: Critical thinking; Analytical thinking and reasoning; Able to handle multiple projects; Deadline oriented under time constraints; Able to adjust quickly to workplace change; High degree of coping skill.
- Environmental factors: Standard office lighting, temperature and noise; Overnight travel required, standing and or sitting for long periods of time.
- Equipment: Keyboard; Various computer hardware; Telephone; Audio-visual technology; Fax Machine; Copier.

QUALIFICATIONS:

- Bachelor's degree required. Preferred areas of study include Business, Education, Insurance, Communications, or Instructional Design.
- Proficient use of Microsoft Office Suite required.
- Ability to travel up to 25% per month required.
- Two years previous experience in training adults desired.
- Experience in the insurance industry preferred.
- Experience in underwriting highly preferred.
- Proficient use of Adobe InDesign, Learning Management System, Audience Response System, Articulate Storyline, Adobe Captivate, and Snag It.
- Effective communications skills – listening, speaking, and presenting.
- Excellent interpersonal skills.
- Strong editorial and writing skills.
- Effective problem solver.
- Strong organization and time management skills.
- Strong customer focus and service delivery.
- Demonstrated ability to work in a team environment.
- Positive attitude toward supporting company goals and objectives.
- Work experience in a project environment desired.
- Self-motivation, creativity and proven leadership are required.
- Ability to maintain composure under adverse situations.
- Ability to manage multiple priorities.