



healthcurrent

Education and Training Manager

Job Title: Education & Training Manager
Reports to: Chief Business Development Officer
FLSA Status: Full-Time, Non-Exempt

Summary

The Education and Training Manager is responsible for managing, designing, developing, coordinating and conducting large- and small-scale training programs for Health Current employees and clients. This includes significant responsibility for performing training needs assessments, designing and delivering multi-media curriculum and learning through traditional instructor led, in-person and virtual training programs using eLearning and innovative blended methods. The position is responsible with departmental managers to develop training skills in each Health Current employee who interacts with clients. This position is based in Phoenix, Arizona.

Duties and Responsibilities include the following:

- Coordinate with Human Resources the design, development and maintenance of orientation and on-the-job training programs; conduct these programs in coordination with Human Resources and conduct these sessions as needed
- Design and develop internal training programs intended to develop training skills in each Health Current employee including managers who interact with Health Current clients; coordinate with Health Current leadership to identify staff to be trained and conduct these training programs as needed
- Periodically, conduct organization-wide training needs assessment to identify skills or knowledge gaps that need to be addressed; based upon assessment results map out training plans and schedules, determine the best means of delivering the needed training and where necessary design and develop needed training programs
- Design and develop client training programs related to the introduction and use of each Health Current service and product; coordinate with Health Current subject matter experts to prepare the appropriate content for these programs; prepare Health Current staff to conduct these programs
- Design and develop client educational programs intended to provide insight and understanding of Health Current standards, policies and procedures, and State and Federal laws and regulations; prepare Health Current staff to conduct this training
- Choose appropriate training methods or activities (instructor led, in-person, virtual training, simulations, mentoring, on the job training, professional development classes, etc.)
- Market available training opportunities to managers, employees and clients, and provide necessary information

- Use industry accepted education principles, methods and techniques to conduct and track training programs and activities
- Design and prepare educational aids and materials
- Evaluate training and education program results and effectiveness and prepare and distribute reports reflecting the findings and recommended actions
- Maintain updated curriculum database and training records
- Manage and maintain in-house training facilities and equipment
- Stay current on training trends, tools, and techniques
- Performs other related duties as assigned

Qualifications

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills

- Proven work experience as a trainer, training facilitator or coordinating multiple training events in a corporate setting
- Extensive knowledge of instructional design theory and implementation
- Adequate knowledge of learning management systems and web delivery tools
- Proven ability to complete full training cycle (assess needs, plan, develop, coordinate, monitor and evaluate)
- Familiarity with traditional and modern job training methods and techniques
- Ability to work independently, manage multiple projects while meeting assigned deadlines and implement new concepts
- MS Office proficiency
- Advanced organizational skills with the ability to handle multiple assignments
- Ability to present complex information to a variety of audiences
- Strong communication skills

Education/Experience

5-10 years' experience in related field with a bachelor's degree in Education, Training, HR or related area. Prior experience as an educator, trainer, training facilitator or coordinator with a track record of designing and executing successful training programs.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This includes availability to work non-regular hours as necessary, ability to periodically drive to and from conference and event venues. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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. An employee must occasionally lift and/or move up to 20 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Specific vision abilities required by this job include close vision and ability to adjust focus. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands and talk or hear.