# Job Summary:

The Training and Development Specialist will create, develop, implement, and conduct training and development programs for employees.

# *Supervisory Responsibilities:*

* May select and assign instructors to conduct specific training and development.
* May provide performance evaluations for training instructors.

## Duties/Responsibilities:

* Assesses training and development needs through surveys, interviews, focus groups, and communication with managers, instructors, and customer representatives.
* Creates, organizes, plans, and presents various forms of onboarding, orientation, and skills training for employees and customers.
* Develops unique training programs to fulfill workers’ specific needs to maintain or improve job skills.
* Creates and/or acquires training procedure manuals, guides, and course materials.
* Presents training and development programs using various forms and formats including group discussion, lecture, simulations, and videos.
* Maintains records of training and development activities, attendance, results of tests and assessments, and retraining requirements.
* Assesses training materials prepared by instructors.
* Evaluates program effectiveness through assessments, surveys, and feedback.
* Maintains knowledge of the latest trends in training and development.
* Prepares and implements training budget; maintains records and reports of expenses.
* Performs other related duties as required.

## Required Skills/Abilities:

* Excellent verbal and written communication skills.
* Strong presentation skills.
* Adept with a variety of multimedia training platforms and methods.
* Ability to evaluate and research training options and alternatives.
* Ability to design and implement effective training and development.
* Extremely proficient with Microsoft Office Suite and related program software.

## Education and Experience:

* Bachelor’s degree in Human Resources, Training and Development, or a related field required.
* At least two years of training experience required.
* SHRM-CP or SHRM-SCP preferred.

## Physical Requirements:

* Prolonged periods sitting at a desk and working on a computer.
* Must be able to lift up to 15 pounds at times.