

JOB TITLE: Training Coordinator
DEPARTMENT: General or Human Resources
REPORTS TO: Store Manager
FLSA STATUS: Exempt

SUMMARY

Responsible for overseeing the online training program, including the assessment, plan, implementation, facilitation, tracking and day-to-day operations. Ensures that associates have the required tools, knowledge, and skills to perform their jobs and support the store mission. Works with all management and supervisory staff to address changes in the work environment and develop a learning culture. Monitors the effectiveness of training.

COMPETENCIES

Skills/Experience

- Strong attention to detail and organization
- Ability to handle multiple projects and priorities in a professional and timely manner
- Consistency with processes and daily tasks
- Self-starter and proactive approach in resolving problems and issues.
- Excellent oral and written communication skills
- Ability to read, analyze and interpret general information and data
- Ability to interact with all levels of personnel. Treat all with dignity and respect. Open and receptive their needs.
- Troubleshooting skills
- Ability to effectively present information in a clear manner, demonstrate procedures and respond to questions
- Computer and internet skills

Knowledge

- Understanding of the store's training policies, practices and activities
- Knowledge of all online training courses
- Expertise with the online training program functionalities
- Understanding of adult learning styles (*preferred*)
- Knowledge of the retail industry's training requirements (*preferred*)

ESSENTIAL DUTIES

- Promote and advance a learning culture within the organization
- Oversee the online training program that ensures an individualized learning program that challenges and nurtures each student
- Develop and refine the store's online training best practices
- Responsible new employee orientation and their training plan
- Familiarize associates with established training policies, procedures rules and regulations

- Promote company-wide training consistency by educating those in supervisory and managerial positions. Do special training sessions for them before rolling out to associates.
- Work diligently to retain and motivate personnel while recognizing and addressing their concerns and needs
- Be the liaison between the store and the Institute
- Thoroughly understand and communicate the online training program to all personnel inspiring self-development and peer-to-peer learning
- Keep current with the Institute's new courses, updates, and management tools releases. Promote them in the store
- Manage online registrations for management and students
- Work with managers/supervisors to design the student training plan
- Schedule blended training opportunities between online and on-the-job, coaching, mentoring and other training methods. Identify and implement these opportunities
- Maintain the training calendar (if applicable)
- Ensure technical resources, training materials and supplies are available to students
- Track training progress and follows up with students to keep them on track, ensure completion of the program in a timely productive manner

Administration

- Maintain the store and employee records in the online training management system
- Maintain and update all required employee paperwork, including filing their training certifications and all other training documentation
- Maintain the highest level of confidentiality in handling employee information.
- Maintain training materials and make recommended improvements as necessary
- Present to the Institute corrections, additions or deletions to the online course content
- Promote, publish and maintain the incentive and reward programs, including the posting of student accomplishments

OTHER RESPONSIBILITIES

- Work closely and efficiently with all other departments, particularly Human Resources
- Communicate regularly with the store management to identify training needs and align training with the company strategy
- Perform periodic "Customer Service Checks" at the store to track training impact
- Continually follows up with associates, supervisors and customers to ensure the effectiveness of training programs. Makes modifications to align retraining with developing needs
- Participate in training activities to increase personal skill levels, to improve overall store operations and customer service
- Perform other duties as assigned by management

EDUCATION

- Some college education preferred.