



JOB DESCRIPTION

Job Title: Training Manager

Reports to: Director of Operations **Dept:** Organizational Development Services
FLSA Classification: Exempt FT **Entity:** OneOC Corporate
Supervises Others: Yes (volunteers)

SUMMARY:

Under the general supervision of the Director of Operations, the Training Manager oversees the development and implementation of training strategy, initiatives, and services to support and advance the mission and goals of OneOC. The Training Manager leads the strategic, business development, and operational management activities and outcomes related to external trainings, including the design, development, and timely delivery of technical and professional/leadership development training courses, which effectively address the learning and performance needs of Orange County's nonprofit, volunteer, and corporate community.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for the oversight, direction, implementation, and growth of OneOC's nonprofit training program to meet the changing needs of our nonprofit clients.
- Responsible for creation of annual budget, financial management, and operating plans for assigned service areas.
- Identifies opportunities to advance existing service delivery business models that will grow and enhance business units /organizational performance. Partners with internal teams to develop training programs within OneOC.
- Generates new earned revenue; meets financial goals. Ensures the execution of OneOC's on-going outreach & business development goals.
- Designs, develops, evaluates, and modifies ongoing training courses, content, and curriculum, based upon needs assessments, competencies and course evaluation and feedback.
- Manages the launch and marketing of distance learning offerings, including virtual classroom learning and self-paced, web-based training for both technical and professional/leadership development training topics. Modifies and course-corrects as needed.
- Identifies needs and reviews recommendations for utilizing outside resources. Ensures that skills-based volunteer trainers, instructors and presenters are sourced and recruited. Supervises and develops assigned staff, interns, and volunteers. Recruits and sources instructors and presenters as needed.
- Conducts or facilitates required training sessions as needed.
- Collaborates and shares leading practices with internal and external stakeholders. Develops strong community partnerships including nonprofit organizations, companies, and government entities. Participates in professional organizations, leadership forums and affinity groups to network within the training community and bring greater presence and business potential to OneOC.
- Works closely with development team to generate relevant grants and sponsorships.
- Develops and manages database/communications systems.
- Continues to develop learning knowledge and expertise.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- Maintains current knowledge of and ensures compliance with organizational and department policies and procedures.

- Ensures effective and courteous communication with all contacts – internal and external. Works well with groups of diverse people.
- Supports the vision and goals of OneOC.
- Participates in OneOC team goal setting, monitoring, and evaluation process.
- Other duties as assigned.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree in Education, Business Administration, Psychology, Instructional Design, or related field required. Master's degree preferred.
- Three to five years experience in training and development field required.
- Successful experience in designing and delivering effective training and development workshops.
- Proven experience in designing successful online learning courses and curriculum required.
- Must have proven experience in collaborating with subject matter experts to design and develop successful learning strategies and courses and curriculum.
- Proven project management, facilitation and presentation skills required.
- Previous experience and/or familiarity with Service Enterprise strongly preferred.
- Possesses strong interpersonal, written, and oral communications skills.
- Possesses strategic and analytical capabilities and the ability to execute tactical training needs.
- Must be proactive and productive in a fast-paced work environment with the ability to deliver high quality work.
- Possesses the ability to collaborate with multiple team functions. Must be a collaborative team player.
- Must be organized, a self-starter and an inspirational leader.
- Budget development and financial management experience a plus.
- Expertise in adult education principles preferred.

COMPUTER & EQUIPMENT SKILLS:

- Proficient use of Microsoft Office applications, including Word, Excel, PowerPoint, and Outlook.
- Previous experience with virtual learning tools (webinar, e-learning, and learning management systems) required.
- Previous experience with Salesforce, Constant Contact, MailChimp and FormStack preferred.
- Has good general knowledge of computer operations and Internet usage; uses a keyboard and calculator proficiently and with a high degree of accuracy.
- Comfortable learning new software and database systems.
- Uses typical office equipment.

PHYSICAL JOB REQUIREMENTS:

- Sits for extended periods of time at a computer station or work desk. Stands and walks throughout the day.
- Uses hands and fingers to operate computers and office equipment for up to 8 hours or more each day.
- Requires clear vision at 20 inches or less with or without corrective lenses and vision sufficient to use equipment and drive a car safely.
- Hearing and speech within normal ranges and sufficient for clear communication face to face and on the telephone.
- Lifts up to ten pounds regularly and twenty-five pounds occasionally.
- Exposed to typical office environment conditions and noise levels.

MENTAL AND REASONING REQUIREMENTS:

- Uses critical thinking skills to create documents and spreadsheets and interpret information furnished in written, oral, diagram, or schedule form.
- Able to set goals based on available information and to plan work to meet deadlines. Able to project likely future occurrences based on current or historic data.
- Uses decision-making skills and judgment to work independently to resolve problems; able to identify those situations that require supervisor intervention for a solution.

- Able to formulate appropriate responses to requests for services and information from internal or external customers.
- Able to understand, comply, and implement established processes, practices, and systems.
- Uses skill and judgment to ensure written or verbal outputs are clear, accurate, grammatical and of appropriate tone.
- Able to present effective and compelling messages to individuals, groups, and the public.

OTHER JOB REQUIREMENTS:

- Organizes workload throughout the day to meet project timelines and deadlines.
- Maintains professional behavior, dress, and appearance at all times.
- Attends meetings and trainings as requested.
- Assists with other duties as assigned on a regular or occasional basis.

To apply, send resume to HR@OneOC.org

OneOC is proud to be an equal opportunity employer.