



---

**POSITION TITLE:**

Training Manager

---

**JOB PURPOSE:**

Identify and assess current and future training needs, create training program that supports company goals and initiatives, identify and recommend standard operating processes that aide employee career development and onboarding

---

**ESSENTIAL FUNCTIONS:**

- Develop, implement and monitor training programs within organization
  - Provide recommendations and implement solutions that bolster training of employees
  - Create and Conduct New Hire Orientation classes.
  - Provide consistent and productive coaching of all staff.
  - Attend all IDA conference calls, document changes and create curriculum that facilitates that training.
  - Build solid cross-functional relationships
  - Develop knowledge base for employees to access pertinent information.
  - Compile timely, comprehensive, and accurate documentation and or reports as requested.
  - Training employees on soft-skills of customer communication.
  - Be ready, willing, and able to travel.
  - Evaluate needs of company and plan training programs accordingly.
  - Communicate effectively and professionally in all forms of communication with internal and external customers.
  - Adhere to Time Management Systems' privacy guidelines to ensure each customer's privacy.
  - Maintain regular attendance as required by your position.
- 

**ADDITIONAL FUNCTIONS AND RESPONSIBILITIES:**

- Function as an effective team member while supporting the efforts and concepts of other departments.
- Support the mission, vision, and values of Time Management Systems.
- Apply personal ethics, honesty, initiative, flexibility, responsibility and confidentiality in all areas of responsibility.
- Possess an enthusiastic, energetic, self-motivated, and detail-oriented approach towards work and all work projects.
- Possess strong problem solving and decision making skills while using good judgment.
- Multi-task and change from one task to another without loss of efficiency or composure.
- Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers and management.
- Identify opportunities for improvement while creating and implementing viable solutions
- Actively follow Time Management Systems' policies and procedures.
- Perform other duties as assigned.

Note: Management reserves the right to assign or reassign functions and responsibilities to this job description at any time.

---



**EXPERIENCE AND EDUCATION:**

- High School diploma/GED required. Associate's Degree or equivalent experience preferred.
  - Experience in Training Facilitation preferred.
  - Experience designing and implementing curriculum preferred
  - Excellent team-building, organization and leadership skills
- 

**WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

- The employee is occasionally required to reach with hands and arms, stoop, kneel, or crouch. The employee may occasionally lift and/or carry loads of up to 35 lbs.
  - The noise level in the work environment is moderate.
  - Employees may be required to work in excess of 40 hours per week and other than normal business hours, such as holidays, evenings and weekends as business demands.
- 

**REPORTS TO:** Director of Customer Support  
**WORK GROUP:** Support

**WAGE TYPE:** Exempt  
**EEOC CODE:**

---

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required for the job.

**Time Management Systems will make reasonable accommodations in compliance with the Americans with Disabilities Act.**