

Corporate	Master Job Description		
	Revision:		

Department	Quality Assurance		
Job Title	Quality Training Coordinator	FLSA Status	Exempt
Role	N/A		
Sub Role (If any)	N/A		
Reports To	Senior Director of Quality Assurance		

1. Role Purpose:

(Provide a brief summary of the primary purpose of this role)

The Training Coordinator has familiarity with instructional methods, coaching and skill development. They use these skills to support the rest of the team and ensure all employees are working efficiently and to company standards. They are also expected to evaluate and document training activities in the company. This person is also responsible for ensuring that the company's employees receive the required training.

2. Key Duties & Responsibilities:

(Briefly describe the essential activities that are performed by this role including key duties/responsibilities. Each statement should start with a verb. Additionally, indicate how frequently it is performed)

- Identify internal and external training programs to address competency gaps
- Partner with internal stakeholders regarding employee training needs
- Organize, develop or source training programs to meet specific training needs
- Liaise with subject matter experts regarding instructional design
- Develop training aids such as manuals and handbooks
- Map out training plans for individual employees
- Present training programs using recognized training techniques and tools
- Facilitate learning through a variety of delivery methods including classroom instruction, virtual training, on-the-job coaching
- Design and apply assessment tools to measure training effectiveness
- Track and report on training outcomes
- Provide feedback to program participants and management
- Maintain employee training records
- Assess training needs for new and existing employees

Corporate	Master Job Description
	Revision:

- Gather and evaluate information from employees and management on previous training to identify weaknesses and areas that need additional training
- Create training schedules for all company departments, track and create reports on outcomes of all training and maintain training records for the company

3. Typical Supervisory Responsibility:

(Identify any responsibilities the role has for supervising others)

N/A

4. Education & Experience:

(Describe the education required for this role, including specifications, if any. If equivalent experience or knowledge can be substituted for the educational requirements, A combination of Education and experience shall be taken into account.)

Education Requirement	Specialization (If any)
BSBA degree in science or related field preferred	N/A
N/A	N/A

Experience Requirement

(Describe the experience required for this role. Identify the type of experience, number of years, and any additional comments on the experience and education requirements for the role. Also, include any geography specific requirement that differs from the experience.)

N/A

Number of Years (Minimum to Maximum)	N/A
---	-----

5. Technical competencies/ Certifications/ Licenses:

(Briefly describe the required competencies such as, skill, ability, knowledge an individual must possess to perform the role. Also, identify any certification or licenses required to perform the role.)

Technical competencies	<ul style="list-style-type: none"> • At least 1-3 years of relevant work experience preferred • Previous experience working as a Training Coordinator role is preferred • Ability to communicate effectively with management and other departments • Proficient using Microsoft Suite
-------------------------------	---

Corporate	Master Job Description
	Revision:

	<ul style="list-style-type: none"> • Ability to effectively organize and manage multiple training initiatives simultaneously • Instructional experience in a group business setting preferred • Strong understanding of business goals and standards for customer service • Experience providing full-scope training materials, from analyzing company needs to lesson planning, development and implementation • Extensive knowledge of best practices in creating instructional materials • Experience creating yearly training plans and materials for all departments • Exceptional organization skills, leadership and interpersonal skills • Ability to work with a team and have attention to detail • Excellent time management skills, public speaking skills, problem-solving skills and both verbal and written communication skills
Certifications	N/A
Licenses	N/A
Other	N/A

6. Physical demand and Work environment:

(Provide details regarding the physical demands and work environment that are essential to the role)

a. Physical demands:

While performing the duties of this job, the employee is required to walk, sit, and use hands to finger, handle or feel tools or controls, reach with hands and arms, balance, stoop, crouch, bend, talk and hear. The employee must lift and/or move up to 20 pounds. Specific vision

Corporate	Master Job Description
	Revision:

abilities required by the job include close vision, distance vision, color vision, peripheral vision, and depth perception.

b. Work environment:

N/A