



## Manager of Training and Development

### POSITION SUMMARY

Manager of Training and Development supports all training and on boarding efforts for TOC. The Manager interacts closely with key stakeholders to build relationships and support strong on boarding and training processes. He or she will support the TOC leadership to build the training and on boarding strategy and create a program of training courses designed to increase team member engagement and reduce turnover.

### ESSENTIAL FUNCTIONS

- Supports the development and refinement of TOC On Boarding programs, across the team members, leaders and provider arenas
- Creates role specific, operational training content and develops course based on the needs of the organization including but not limited to EMR, Patient Experience, Mission/Vision/Values, Policy & Procedures
- Coordinates and tracks training and orientation scheduled for all new team members, reports on progress weekly
- Build relationships with operational leaders to build rapport, gain insights on current operations, and map improvement opportunities
- Offers operational insights and recommendations on training and on boarding programs
- Provides virtual and on-site support and leadership for all TOC locations
- Manages and reports results of on boarding and training survey(s) to leadership
- Conducts research and analyzes new training and development opportunities to determine operational and financial viability
- Organizes and supports all annual refresher training requirements
- Produces high-quality PowerPoint presentations for various stakeholders
- Manages, communicates, and collaborates with internal and external resources
- Performs all other training and on boarding duties as they are defined and developed as part of the TOC University training programs
- Performs other responsibilities associated with this position as deemed appropriate

### GENERAL COMPETENCIES DESIRED

- Demonstrated ability to lead complex projects and adhere to condensed timelines with an attention to details
- Independently identify potential challenges and opportunities and troubleshoot as necessary
- Excellent interpersonal skills to interact effectively with a variety of stake holders from executive and departmental leadership, prospective and target practice representatives, and colleagues
- Ability to work under general supervision with high levels of accuracy
- Strong presentation skills
- Capacity to manage, communicate, and collaborate with internal and external resources
- Skills to manage multiple projects and deadlines simultaneously

**PHYSICAL DEMANDS**

Requires prolonged sitting, some bending, stooping and stretching. Required eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone. Calculator and other office equipment. Requires normal range of hearing and eye sight to record, prepare and communicate appropriate reports. Requires the ability to work under stressful conditions and/or irregular hours to meet deadlines.

**CREDENTIALS DESIRED**

Minimum of Associates degree with three to five years of healthcare operations training experience **required**.  
Project management, training management, adult learning and process improvement (LEAN) experience preferred.