



JOB DESCRIPTION

Title: Training Specialist	Employment Status: Full-Time
Department: 11-C Human Resources	FLSA Status: Exempt
Reports to: Director of HR and Risk Management	Supervises: Volunteers

GENERAL DESCRIPTION:

The Training Specialist is responsible for improving the productivity of employees through employee development and training programs using professional development techniques and approaches. The Training specialist will produce and deliver training programs and/or research external training resources to fill needs as identified by department managers. They will utilize needs analysis, training needs surveys, and job analysis techniques as a basis for course content and course delivery design.

CORE RESPONSIBILITIES:

1. Effectively and efficiently manage new hire and new job level onboarding.
2. Deliver materials for supervisor and mid-level manager training.
3. Develop required **Employment Law and Compliance trainings** annually and for new hires.
4. Develop a robust **Customer Service Experience training** including:
 - a. Greeting customers and giving them the impression we want.
 - b. Promoting Habitat's mission and making sure the customer knows how their donations and purchases are benefiting their community.
 - c. Helping customers with purchases, upselling, and improving conversion rates.
 - d. How to deal with difficult customer situations in a tactful and respectful way.
 - e. Behaving in accordance with Habitat's principles of respect, compassion and inclusion.
5. Develop **Safety training** – work with ReStore, Construction and Office staff to update/develop a curriculum of prudent safety practices for each environment. Develop processes to deliver safety-related trainings on a consistent schedule to new and existing staff.
6. Partner with key organization leaders to provide ongoing training solutions throughout the company.
7. Work with supervisors and managers to identify and prioritize a list of instructional trainings that help staff be more proficient at their jobs and teach them the right way to do key activities.
8. Develop a resource library of curriculum and a process for maintaining it.
9. Assist in creation of operational procedures and manuals.
10. Manage relationships with external training consultants as needed to ensure the delivery to appropriate training programs.

KNOWLEDGE & SKILLS:

- Excellent communication skills, oral and written – seeks first to understand others
- Thorough knowledge of how and why people learn
- Ability to relate to and exert influence over staff at all levels of the organization
- Expert interpersonal relationship building skills
- Dynamic presentation skills
- Ability to utilize instructor-led, blended and web-based training solutions
- Organizational and time management skills
- Ability to accurately write reports, keep records, and work within budgets
- Proficient with Microsoft Office, Office365, and web browsers; ability to learn as needs of the job and available technology evolves

EDUCATION, EXPERIENCE, LISCENCE & CERTIFICATION:

- Bachelor's degree in business or related field preferred
- Training and development experience required
- Experience designing and delivering training programs preferred
- Must possess a valid Colorado driver license and maintain a driving record in accordance with the Employee Handbook

WORK ENVIRONMENT AND CONDITIONS, PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Work completed in a variety of settings including an office environment, retail and warehouse environments, and occasional construction site environment
- Ability to work at a computer for extended periods of time
- Ability to traverse a construction site (i.e. climbing, lifting, carrying a minimum of 50 pounds)
- Ability to adequately traverse a retail store; climbing, lifting /carrying minimum of 50 lbs frequently; plus, bending, twisting, reaching or other similar activities as required.
- Ability to earn certification and drive a forklift vehicle
- Occasional weekend hours required

Compensation will be commensurate based on experience. The starting range for this position is \$40,500 - \$49,000 annually.

Benefits available include medical, dental and vision insurance options; 401k savings match; Paid Time Off for vacation, sick and holidays; among other options.

Please send resume and cover letter to Richelle Rothman at HRRecruiting@habitatmetrodenver.org for consideration.