

JOB DESCRIPTION

Job / Position Title:	TRAINING LEAD	Job Category:	Team Lead
Department / Group:	Human Resources	Job Code:	TM / 01 /2020
Location:	Dallas, TX, U.S.	Position Type:	Temporary – 6+ Months
Designation / Grade:	Training	Reporting to:	Management

Role Purpose:

The Training Lead is responsible for planning, scheduling, and delivering training on the various TollPlus applications to clients, third parties, and internal resources. This position is responsible for the design and development of effective training programs and materials providing comprehensive instructions to various audiences and knowledge levels including, but not limited to executives, operations management, customer service representatives, entry level to advance trainers, and technical and non-technical resources. Oversee all aspects of the defined training deliverables.

As a start-up company, this position will be required to design and develop training programs and materials that can prepare existing resources to provide project required training as needed. The position will also be asked to design and develop internal training for management and staff development as requested by senior management.

Adhere to clearly communicated deadlines, participate in general project and task specific planning, record, and summarize progress of training classes. Prepare reports for senior management regarding status of training classes. The successful candidate will work directly with clients to ensure deliverables fall within the applicable scope.

Job Description

- Review, understand and manage training requirements found in the Project SOW
- Create, modify, review, and manage training manuals, online learning modules, gamification, other educational materials, and delivery of same
- Communicate with the development team when application software changes/updates require curriculum adjustments
- Periodically (or as needed) evaluate training curriculum and scheduling strategy to maintain efficient and effective training programs
- Create a training budget and maintain training and development operations within budget
- Maintain a learning management system (if provided), training database, and data files that can be reused for each training session
- Develop and maintain a schedule of training classes for various User Roles within a project
- Develop and maintain a schedule of training classes for internal TollPlus resources
- Identify, evaluate, and assist in the selection of learning management tools, training tools, and third-party training resources
- Create and maintain accurate training records of personnel who have attended training
- Evaluate the effectiveness of training programs and instructors, review course evaluations, and recommend course revisions / updates
- Participate in development and delivery of internal or external Train-the-Trainer curriculum
- Ensure project deliverables are delivered to the quality and schedule committed as per the project management plan
- Ensure accurate tracking of time spent through application of activity reporting for all project team members
- Ensure accurate and effective communication and reporting of key project parameters
- High IT affinity in general, i.e. ability to quickly gain top-level understanding and interact with various subject matter experts
- Strong interpersonal skills, tenacity, and ability to drive results in a complex, multicultural environment and at different hierarchical levels

- Maintain a culture that is based on knowledge sharing and learning from best practices
- Exhibit a high level of professional flexibility volunteering innovation and new ideas
- Be able to track metrics and suggest mitigation strategies
- Proven experience in developing training programs within a multi-disciplined matrixed organization without assigned dedicated trainers

Required Skills / Experience

- Five (5) to seven (7) years in a professional training environment including instructional design and facilitation
- Five (5) years planning and executing training programs in both start-ups and mid-size organizations
- Proven analytical and research skills
- Excellent communication, presentation, influencing, and reasoning skills
- Proficiency with MS Office Suite, or other content authoring tools to create interactive training modules
- Experienced with MS Project and/or Agile project management tools, team player, self-motivated and ability to work independently and proactively
- Demonstrated ability to maintain up-to-date training manuals
- Proven experience in quality instructional design and continuous training improvement skills
- Creating a culture that is based on knowledge sharing and learning from best practices
- Capable of building sustainable relationships with colleagues and client resources
- Creative and able to think outside-the-box when advancing training delivery best practices
- Supervisory experience is a plus
- Familiarity with the concept of user funded roadways and toll facility operations is a plus
- BA/BS in Information Technology or Education is preferred

Other

If interested in this opportunity, please submit your resume to careers@tollplus.com

[This position is a temporary 6+ months assignment and will be managed through an agency.](#)

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