

JOB DESCRIPTION

Learning and Development Coordinator

Reports to: Executive Director, Customer Engagement

General Description:

Action is looking for a skilled and experienced Learning and Development Specialist/Corporate Trainer to join our team-ready to put in action solid skills and previous experience in facilitation, instructional design and adult learning theory. We are seeking a passionate Learning & Development teammate that's determined to make a measurable impact to the GROWTH of our organization, staff and clients through learning experiences.

The Learning and Development Specialist will be responsible for helping our employees and clients expand their skills and knowledge in not only our products and services, but also in healthcare, insurance and technology platforms. They will build partnerships within the organization and leverage their project management skills to manage a portfolio of L&D projects. In short, you'll have the opportunity to develop, implement and evaluate learning experiences that help to grow our staff and external partners.

Key Responsibilities:

- Collaborate with internal and external stakeholders to analyze educational goals, target audiences and required resources
 - Use qualitative and quantitative data to identify learning needs to be addressed
 - Identify required resources, including content, technology, facilities and/or human resources
 - Identify appropriate delivery method, inclusive of in-person training, live webinars, job aids, technical documents or on-demand content delivered via Learning Management System
- Design learning opportunities that align with educational goals
 - Develop measurable targets that enable learners to achieve educational goals
 - Develop assessment strategies to provide feedback on learner progress toward meeting targets
 - Select an appropriate sequence of instructional strategies to support learners in attaining instructional goals
- Develop, validate and pilot learning experiences
 - Create and/or curate materials that enable learners to meet learning goals
 - Collaborate with stakeholders, including management, Subject Matter Experts, and L&D materials to validate all created and/or curated resources
 - Pilot learning experiences with focus groups of internal and/or external audiences and make revisions based on pilot group feedback
- Implement learning experiences
 - Deliver in-person or virtual instructor-led sessions as designed
 - Assist learners with enrollment in courses and curricula, or with accessing materials

- Evaluate the quality of learning experiences
 - Gather perception data to measure learner satisfaction
 - Gather learning data to measure progress toward learning targets
 - Where possible and appropriate, gather performance data to measure transfer of knowledge and skills to work environment
- Perform additional functions:
 - Collaborate with Customer Engagement Team to develop marketing materials for learning experiences
 - Collaborate with external stakeholders, including carrier partners, to schedule training events
 - Provide status updates on the effectiveness of individual courses and the entirety of the learning and development program
 - Maintain user, course and other records in Learning Management System; produce reports at regular intervals and upon request

Minimum Requirements:

- Minimum of 1 year working in the insurance industry is required;
- Bachelor's Degree in training, communications, human resources, business or related field;
- 1+ years of experience in training & development preferred;
- Strong communication and influencing skills;
- Ability to communicate effectively and credibly, both verbally and in writing, with audiences at all management levels;
- Ability to work autonomously and effectively in a fast-paced, complex, multi-tasking virtual environment;
- Proficient Microsoft Office skills;
- Experience delivering training using alternative methods (Adobe Connect, WebEx, Zoom, etc.);
- Familiar with functionality of LMS;
- Understanding of effective teaching methodologies, materials, and tools;
- High degree of organizational savvy; comfort working with all levels of the organization;
- Builds rapport with training participants on an individual basis and is able to read the room to adjust volume/pace based on observation of the audience;
- Ability to prioritize/effectively handle multiple projects within fixed timeframes;
- Must be a self-starter and highly intuitive;
- Strong decision making/problem solving skills;
- Strong lens on execution and delivery of training.