

## JOB DESCRIPTION

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**Position Title:** L&D Senior Training Specialist

**Status:** Exempt

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**Original Date:** 03.01.19

**Revised Date:**

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**Department:** Learning & Development

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**Reports To:** CLO

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**Basic Function and Scope of Responsibilities:**

The Senior Training Specialist supports the development and delivery of BOMI learning programs for both BOMI and client groups across live virtual learning and group enrollment environments. Creates master plans and schedules for shared services. Manages all aspects of programs including: scheduling, rosters, instructor or coaching assignments and performance metrics to ensure quality and consistency in delivery experiences. Oversees training delivery and facilitation.

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**Principal Responsibilities:**

- Supports quality delivery of training programs to client groups across sales channels
- Ensures program administration needs are being met across sales channels to include: communications, scheduling, rosters, fulfillment, facilities preparation, and online platform configurations.
- Works collaboratively with instructional designers to identify appropriate training media and methodologies within the context of business needs and constraints for all client bases.
- Manages moderately complex training & development specialized projects, working with subject matter experts, management, and instructional designers. Project work includes needs assessments, curriculum development, course content development, program assessments, participant testing/evaluations.
- Conducts needs assessments to identify desired learning outcomes as needed.
- Collaborates with instructional designers to develop training content to meet the needs of assigned client groups and/or to improve upon the quality of existing content.
- Consults with key internal stakeholders to identify opportunities to enhance existing learning programs and to ensure course content, training methodologies, and training materials meet audience needs.
- Partners with client audiences to meet expectations for program feedback in one-on-one and group settings.
- Facilitates training delivery for live, virtual and in person classroom environments.
- Manage programs for instructors, coaches and others tasked with training delivery across sales channels to include: recruitment, contracts, program assignments, performance metrics, communications, training and reward systems.
- Identifies needs and provides recommendations for enhancing support for program delivery and resources committed to this process.

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**Minimum Qualifications**

- Bachelor's degree, Master's preferred
- 5-7 years' experience training development or delivery

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**Training, Skills, Knowledge and/or Experience**

- Demonstrated knowledge of adult learning, instructional design principles and concepts
- Proven ability to engage audiences in learning topics and quickly respond to audience
- Strong project management skills
- Expertise in educational approaches that support positive outcomes for learners
- Excellent interpersonal skills
- Proficiency in Microsoft Office, current learning delivery and development technologies

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**Physical Requirements:**

- May be exposed to short, intermittent, and/or prolonged periods of sitting and/or standing in performance of job duties.
  - May be required to accomplish job duties using various types of equipment and resources to include but not limited to pens, pencils, calculators, computers, keyboards, telephone, printers, etc.
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**The physical demands and work environment that have been described are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions in accordance with the Americans with Disabilities Act. The above job description is an overview of the functions and requirements for this position. This document is not intended to be an exhaustive list encompassing every duty and requirement of this position; your supervisor may assign other duties as deemed necessary.**

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_