

RIDE CONNECTION POSITION DESCRIPTION SOFTWARE SYSTEMS TRAINER

Position Title: Software Systems Trainer
Position Reports To: Training Manager
Full-Time Equivalent: 100%
Positions Supervised: None
Status: Non-Exempt

Position Summary

The Software Systems Trainer's primary responsibility is to support the Ride to Care network partners and transportation providers in developing and understanding the software used for the NEMT program.

Core Accountabilities

Agency Values – Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values

- Recognize, nurture, and appreciate our customers and staff, paid and volunteer.
- Maintain collaborative relationships with Service Partners.
- Deliver safe, personalized transportation options.
- Assure honest, reliable and accountable business relationships and practices.

Teamwork – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and show appreciation for others. Communicate effectively and kindly with others.

Respect and Caring – Consistently and respectfully interact with others in a compassionate and professional manner. Maintain confidentiality.

Effective Use of Resources – Use office and position resources effectively. Make efficient use of the time and talents of others.

Initiative – Show independence and ingenuity. Demonstrate creativity in problem solving, contributing new ideas and solutions.

Lead by Example

Major Duties and Responsibilities

- Works as the team lead with Ride Connection staff, Ride to Care partners and network transportation providers to create, implement, and manage a system-wide Ecolane training program
- Develops and maintains a system to analyze, track and document Ecolane related support
- Identifies problems and opportunities such as operational changes or industry developments that training could improve
- Work as the lead to collaboratively develop processes, practices and policies related to provider interaction within Ecolane
- Develops training materials and programs that are current, accurate, and effective
- Disseminates gained knowledge, system-wide, by facilitated learning through a variety of delivery methods including but not limited to classroom instruction, virtual training, on-the-job coaching, train-the-trainer sessions for internal subject matter experts and mapping out training plans for individual employees
- Attends agency staff meetings, management meetings and Board/committee meetings, and trainings as required
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Ability to effectively communicate the mission and purpose of Ride Connection
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Activities of this position actively support inclusive practices that determine the needs and preferences of our target audience
- Participates in required training programs and attends all staff meetings as required
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- BA degree in a related field with a minimum of three years of progressively responsible experience that is directly related to the duties and responsibilities specified or the equivalent combination of education and/or relevant experience
- A minimum of three (3) years of progressive responsibility in the design and delivery of employer-based training programs and services, or the equivalent combination of training and experience
- Demonstrated training skills, comfortable leading groups of people, speaking in front of people, and group facilitation skills
- Experience working with and adapting courses and written materials to meet the needs of diverse communities
- Understanding and incorporation of adult learning theory in training development, delivery, and evaluation

- Ability and willingness to work evenings and weekends
- Valid driver's license with five to seven years driving experience and an excellent driving history as recorded by the Department of Motor Vehicles
- Maintain a driving record that meets or exceeds Ride Connection's driver standards
- Ability to access reliable transportation
- Ability to pass a National Criminal Record Check which includes fingerprint identification
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software
- Knowledge of Microsoft PowerPoint 2007 or above and/or other presentation software
- Ability to communicate professionally, effectively and pleasantly on the phone, and to take and relay complete messages
- Strong organizational skills and ability to manage multiple responsibilities within a specified timeline
- Excellent interpersonal, oral and written communication skills with the ability to exercise good judgment, courtesy, and tact in public contact and handling problems
- Ability to work as a team member with a diverse group of people
- Ability to understand and follow written and oral instructions
- Ability to give clear and concise directions, both orally and in writing
- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks
- Ability to meet prescribed deadlines
- Ability to adapt to a rapidly changing environment
- Effective problem-solving skills
- Effective listening skills

Preferred Qualifications

- Certified Professional in Learning and Performance (CPLP)
- Knowledge and experience in the areas of instructional design, behavioral psychology, or educational psychology
- Experience working with Digital Chalk, Articulate Storyline or other e-learning authoring tools
- Ability to speak other languages, in addition to English
- Experience working with older adults and people with disabilities
- Experience and passion working for a Non-Profit organization

Physical Requirements

- Repetitive motion
- Prolonged sitting and standing
- Extensive visual/hearing involvement
- Frequent use of the computer
- Various environments including office and classroom settings
- Frequent lifting of items from below the knees or above the shoulders

- Frequent lifting up to 40 pounds
- Ability to spend time outdoors in hot, cold, or wet climates.
- Ability to crouch and kneel for short periods of time

Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.

Ride Connection is an Equal Opportunity Employer.