

# RIDE CONNECTION POSITION DESCRIPTION TRAINING MANAGER

**Position Title:** Training Manager  
**Position Reports To:** Quality Assurance Director  
**Full-Time Equivalent:** 100%  
**Positions Supervised:** Paid and/or Volunteer Staff  
**Status:** Exempt

## **Position Summary**

The Training Manager's primary responsibilities are the development, implementation, and supervision of Ride Connection's training programs and curriculums. The Training Manager contributes to the safest possible service delivery by providing up-to-date, coordinated, appropriate, frequent, accessible training to staff, volunteers and the network of transportation partners; monitors training records and curriculum to assure that the training program provides participants with current, high quality, safety-enhanced training; supervises trainers, paid and volunteer staff, and students; coordinates training events and develops training opportunities; works independently and manages multiple projects assigned by the Quality Assurance Director.

## **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 leader with Ride Connection staff and network transportation coordinators to create, implement, and manage a system-wide training program
- Write training curriculum for paid and volunteer staff development as deemed appropriate and necessary by Service and Human Resources
- Expand revenue generating training opportunities
- Develop an on-going driver safety program
- Work with Ride Connection network drivers and service partners to support and continually inform around best practices in driver safety, security and emergency preparedness
- Manages training schedule to ensure all transportation volunteers and staff have access to quality training opportunities, and have the opportunity to complete mandated training requirements within required timelines
- Facilitate 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
- Assists Ride Connection Human Resource Department to ensure quality, appropriate staff development opportunities are made available to Ride Connection paid and volunteer staff
- Offers regularly-scheduled, quality training opportunities in Defensive Driving, *The Best Ride: Passenger Care and Assistance Workshop*, Vehicle Orientation, Customer Service, and other training curriculums deemed necessary and appropriate for network transportation volunteers and staff
- Assures trainings have the necessary equipment and resources for the class
- Assures training content is accurate and current, and makes revisions and updates to curriculum
- Develops and implements e-learning courses and maintains learning management system
- Serves as part of a team working with training, service, compliance, procurement, safety and outreach to implement service and training
- Supervises staff (paid and volunteer) and subcontracted trainers as appropriate
- Assures that no overtime worked will be performed by non-exempt employees without prior permission
- Assists the Grants/Outreach Manager with the drafting of grant or fundraising applications as appropriate
- Attends agency staff meetings, management meetings and Board/committee meetings, and trainings as required
- Identifies safety risks and recommends solutions
- 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
- 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 increasingly responsible experience in the design and delivery of employer-based training and development and/or organizational development programs and services, or the equivalent combination of training and experience
- Demonstrated training skills, comfortable leading groups of people, speaking in front of people, group facilitation skills and effective speaking skills
- 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.**