OPERATIONS TRAINING ASSOCIATE

WHY WORK WITH EDULOG

EDUCATION LOGISTICS (Edulog) offers exciting opportunities to enhance your career as part of an industry-leading software company. As an employee of Edulog, you will join teams that improve student transportation systems through our innovative technology, across the U.S. and internationally. You will have the opportunity to gain invaluable experience in the software industry, allowing you to grow professionally and move interdepartmentally as your skills develop. If you are looking for a dynamic company, in which to expand your knowledge and experience professional growth, consider Edulog for a collaborative and creative atmosphere where your efforts are appreciated.

SUMMARY AND OBJECTIVE

The Consultative / Operations Training Associate position will be responsible for designing, developing, and delivering training programs that enhance the skills, knowledge, and performance of our Athena clients and internal operations team. You will identify training needs and ensure our employees and clients are well-prepared to use the Athena software and to meet the challenges of their roles. This role requires a combination of operational expertise, instructional design skills, and the ability to train in a variety of modules.

DUTIES & RESPONSIBILITES

- Training Needs Analysis
  - Collaborate with clients to identify training needs and performance gaps.
  - Conduct regular assessments to evaluate the effectiveness of current training programs.
- Training Program Development
  - Design and develop comprehensive training programs for all Athena programs.
  - Design and develop comprehensive training programs for onboarding within Operations in collaboration with HR.
  - Creating training materials, manuals, e-learning modules, webinars, certifications, and other resources.
- Training Delivery
  - Deliver engaging and effective training sessions to various teams, employees, and clients.
  - Utilize a variety of training methods and platforms: classroom training, workshops, virtual learning, on-site instruction, and more.
  - Travel to clients to deliver training about 30% of the time.
- Training Evaluation
  - Implement evaluation methods to measure the impact and effectiveness of training programs.
  - Continuously improve and update training content based on feedback and performance data.
- Team Collaboration
  - Work collaboratively with all other stakeholders to align training initiatives with organizational goals.
  - Work with others in the team in a collaborative and open way.

SKILLS & QUALIFICATIONS

- Bachelor's Degree in Education, Instructional Design, or related field.
- Experience in training, teaching, coaching experience.
- Experience with Learning Management Systems.
- Proficiency in using Content Design software.
- Ability to develop courses.
- Articulate and accurate written communication skills.
- Professional, welcoming, and friendly interpersonal communication that connects with a diverse range of clientele: remote customers, in-house management, and staff.
- Experience conducting needs analysis, project management, and course development.
- Training delivery skills- documents production, use of video, web-based and in-person presentations.
- A coachable attitude with an ability to learn quickly and master/teach new training concepts.
- Valid driver's license, criminal record clearance and clear driving record during past five years required for in-state and regional travel.