Operational Training & Development Lead

Job Summary:
The Operational Training & Development Lead at the Chicago Cook Workforce Partnership (The Partnership) bridges the realms of process mapping, internal training, and capacity building at partner agencies. This individual is not only responsible for the creation and delivery of training modules for internal business processes but also plays an essential part in the discovery and development of new operational strategies. The Operational Training & Development Lead also takes charge of training staff at funded agencies, focusing on the development and execution of work-based learning (WBL) projects, program data tracking, and other essential grant-funded activities.

Responsibilities:
- Lead the discovery and codification of existing business processes to enhance operational efficiency and deliver agency and systemwide improvements.
- Develop comprehensive training curricula for Partnership business processes.
- Develop training for agency staff on policy, procedure, and execution of work-based learning projects, including on-the-job training, incumbent worker training, and apprenticeship.
- Facilitate training sessions, ensuring content is easily digestible and relevant.
- Collaborate with department leaders to align training materials with business objectives.
- Gather feedback on training sessions to continuously improve content and delivery.
- Provide insights into process improvement based on training experiences and employee feedback.
- Monitor and report on the effectiveness of training programs through key performance indicators.
- Advocate for a culture of continuous learning and operational excellence within the organization.
- Perform all related duties and responsibilities as assigned.

Required Skills:
- Excellent verbal and written communication skills.
- Strong analytical and problem-solving skills.
- Ability to design, develop, and deliver training materials.
- Proficiency with training software/tools, including Microsoft Office Suite and unified communications platforms such as Microsoft Teams.
- Excellent organizational skills and attention to detail.
- Ability to adapt and evolve with changing business needs and processes.
• Ability to work independently and proactively with minimal supervision.
• Skilled in fostering a collaborative and innovative environment.

**Education and Experience:**
- Bachelor's degree in Business Administration, Education, or a related field.
- Experience in operational process development and training.
- Experience in a nonprofit or government agency environment is beneficial but not mandatory.
- Proven track record in curriculum design and training delivery.
- Familiarity with modern training methods and tools.

**Physical Requirements:**
- Frequently required to stand or sit during training sessions.
- Regularly use hands and fingers to operate a computer and other training equipment.
- Frequently required to talk or hear during training sessions and presentations.
- May occasionally be required to travel for training workshops or conferences.

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<th><strong>Job Title:</strong>  Operational Training &amp; Development Lead</th>
<th><strong>Department:</strong>  Administration</th>
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