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# Example of Senior Training Manager Job Description

Our company is hiring for a senior training manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for senior training manager

* Support development of learning and knowledge management business solutions and building critical capabilities for Customer 20/20, developing cost and resource requirements to deliver these capabilities, and prioritizing efforts with stakeholders
* Direct, implement and facilitate Learning & Development programs related to BI tools/systems and their successful adoption/use to support business objectives
* Provide primary support for new technologies as they become available, coordinating and preparing training schedules to accommodate facility needs
* Control training expenses and manage expenditures to meet the training needs
* Provide guidance and indirect supervision to site or department training leaders
* Create a blended training approach and strong pull-through of core knowledge and efficiencies through multi-touch point training solutions that use alternative, innovative delivery methods (virtual vs
* Acts as the internal SME for training and knowledge management
* Be accountable for developing a global customer service training strategy and knowledge management solution toolkit, in partnership with Customer 20/20 Global Process Owners, IT Partner and Regional Training Managers, to ensure execution and delivery training procedure to enable and prepare employees to successfully perform their new jobs and roles in the new customer service delivery model
* Partner with Global Process Owners, IT Partner and Regional Training Managers to develop the Launch specific training plan for on-boarding, global process and e-capability deployment
* Provide an overall strategy and best practices that the regional and local training teams will apply and ensure global consistency

## Qualifications for senior training manager

* Bachelor's Degree in business or medical device/scientific field is required
* Direct experience managing people and driving accountability is a must
* Strong business acumen with demonstrated ability to creatively utilize resources is necessary
* Must have strong customer focus, team player, skilled to build and foster effective internal customer relationships, ability to leverage internal resources in the creation of training materials
* Must be able to travel up to 25%, nationally and internationally
* Must have experience with developing solutions for new business opportunities