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# Example of Training Operations Job Description

Our company is growing rapidly and is looking for a training operations. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for training operations

* Analyze the training curriculum and delivery, identify needs, and formulate appropriate recommendations of action plans in conjunction with the Account Directors, Sr
* Evaluate the effectiveness and relevance of training materials and make appropriate curriculum changes
* Assist management teams in identifying and analyzing trends
* Work closely with key personnel to assure timely retrieval and tracking of data
* Communicate frequently with Account Directors, Account Managers, Senior Account Managers, Site Directors and other key personnel to assure mutual understanding of, and agreement with, training plans, initiatives and schedules
* Provide direct or indirect communication to the clients represented in the site
* Participate as requested in Quarterly Business Reviews, client visits, new account and/or new product implementations
* Measure and monitor training effectiveness, analyze results and respond as necessary
* Assist in the hiring and selection process for Trainers, and provide on-going training and development for Trainers
* Monitor and manage adherence to new hire “transition process” requirements

## Qualifications for training operations

* Expert in MS Applications and KP technologies
* Articulates well the mission, vision and objectives within two or more major departments of operating units
* Describes functions key responsibilities and practices of multiple departments and units
* 1-3 years experience in a service center environment, human resource training, or knowledge management
* Ability to work with diverse stakeholders and collaborate in teams to meet objectives
* Ability to use and lead in the development of knowledge management strategies