

TRAINING AND DEVELOPMENT SPECIALIST

California Communication Access Foundation (CCAF) is seeking a Training and Development Specialist. The Training and Development Specialist oversees the administration and development of the company's various training programs in collaboration with stakeholders based on organizational needs and learning objectives. A key responsibility is to oversee the development and delivery of products, services and systems training used to support the Company programs. The Specialist will also coordinate the efforts of key staff members to ensure a seamless customer experience and guarantee that training actively directs the continuity along the entire organizational chain from marketing to product training and distribution, to customer support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Create and facilitate training across multiple instructional delivery modalities, including e-learning, virtual, and face-to-face trainings.
- Manage collaboration with stakeholders to perform needs analysis, develop learning objectives and design deliverables that meet the business needs and organizational quality standards.
- Create and organize training sessions, and deliver instructor led training programs as needed to achieve business outcomes and effective transfer of learning in the workplace.
- Forge relationships with internal and external stakeholders to ensure that both tactical and strategic goals and outcomes are met.
- Supports HR and Leadership to develop skills necessary to create individual development plans for employees.
- Maintains a database of all training materials and ensures materials are easily accessible to employees within SharePoint, HRIS and/or other organizationally wide data sharing databases.
- Work as an integral part of project teams for new product rollouts. As changes/updates are identified create a sustainable training plan, objectives, agendas, outlines and presentations including all supporting course material.
- Coordinate the implementation of the training curriculum and quality assurance programs for and in collaboration with program vendors.
- Identify growth opportunities for training programs based on emerging technologies, team's feedback, and market research that will allow internal and customer-facing associates to be more effective and efficient in providing a consistent level of service to customers.
- Actively monitor calls and participate in call calibration meetings to identify patterns of concern and provide constructive feedback for quality improvement.
- Review training materials designed to ensure consistency across the agency, that they are current and test the tools used in trainings.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, experience, knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

EDUCATION

- Bachelor's Degree in a related field. Qualifying experience may be substituted for the required education.

WORK EXPERIENCE

- A minimum of 10 years in multiple areas, including learning and development, technical training and/or project coordination.

- Experience in building a learning and development infrastructure across a geographically dispersed workforce
- Significant experience working within multi-vendor outsourcing relationships.
- Familiarity with Microsoft Teams, and Microsoft Business Dynamics or similar CRM, SQL, Power BI highly desired.
- Familiarity with FCC and California Public Utilities Commission (CPUC) rules and regulations governing telecommunications relay services is desired.
- Experience successfully setting up a Learning Management System from scratch is a plus.

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong instructional design and facilitation skills with the ability to positively engage and motivate all learners.
- Experience creating/editing resources and communication for knowledge transfer and skill development; includes collaborating with subject matter experts and department leads to write technical content.
- Strong writing and documentation skills, including writing technical specifications, change management procedures, and process flow diagrams.
- Possess strong management skills; ability to prioritize multiple projects, work independently, and manage/review projects.
- Ability to effectively present program information to different audiences and respond to questions from groups of managers, clients and staff.

SPECIAL REQUIREMENTS

- This position will be required to regularly travel within the State of California.

THE ORGANIZATION

Founded in 2003, CCAF serves the residents of California who are Deaf and Disabled. Its mission is to serve as an educator, convener, and resource working collaboratively to ensure communications access for people with disabilities in California. With 90+ employees around the State, CCAF manages the Deaf & Disabled Telecommunications Program (DDTP) for the California Public Utilities Commission (CPUC), as well as the California Relay Service (CRS) and other related programs and services. At no-cost, DDTP provides specialized telephones and relay services to Californians with difficulty hearing, seeing, speaking, moving, and/or remembering through the California Telephone Access Program (CTAP) and the California Relay Service (CRS), respectively.

TO BE CONSIDERED

Applicants are strongly encouraged to review our website www.ccaf.us/employment

To apply for this position, please follow the link to our job page on Indeed.com at [CCAF Indeed Career Page](#), click the "**Apply Now**" button, respond to the questions, and paste your resume and cover letter (required) where indicated.

Successful applicant must be able to pass a background check. No relocation expenses covered.

CCAF is an Equal Opportunity Employer. Persons with disabilities are strongly encouraged to apply.