JOB DESCRIPTION

Position/Title: Hospitality Training and Development Coordinator
Department: Bosselman Food Services and Bosselman Motels, Inc.
Reports To: Hospitality Division Heads and Executive Vice President
FLSA Status: Exempt
Last Updated: 5/12/15

Summary: The Hospitality Training and Development Coordinator is responsible for providing learning and development expertise to all locations in the Hospitality Division. This person will design programs and activities to support team effectiveness while also developing the methods to successfully measure the effectiveness of the training. This person will work with Senior Management of all Hospitality locations and consult with all levels of the team to identify issues that may limit leadership effectiveness and use a combination of tools to drive organizational and individual development.

Essential Job Duties/Functions:

- Recommends, develops, and assists in implementation of programs designed to enable the organization to meet its objectives.
- Implement a sustainable plan of programs with the goal to develop a strong staffing pipeline.
- Develop and continually update manuals.
- Work collaboratively and build strong partnerships with divisional leaders to accomplish business priorities through training events.
- Analyze key jobs and roles to determine the knowledge and skills necessary for high performance and then develop success profiles for these key roles.
- Educate managers on their role in developing people as an essential part of their jobs and develop processes to hold managers accountable for developing talent.
- Produce instructional and performance/feedback materials to support successful leader-led development programs.
- Determine the best training delivery methods for each objective by analyzing the audience, content, technologies, operational constraints, and trade-offs to optimize the design and implementation strategy.
- Continually teach employees leadership, supervision, diversity, human resource issues, and communication strategies to maximize employee development.
- Work to develop a team to keep a consistent and proactive training program across locations.
- Have the ability to work in every aspect of the division and understand the needs of those positions with training and divisional development.
- Flexibility and understanding of hours worked will run from all shifts covered in a 24/7 operations 365 days a year.
- Utilizing virtual and mobile technologies leveraged by company intra-net, online learning system, and website.
• Providing friendly and competent customer service.
• Reporting for work in a timely manner when scheduled.

Additional Job Duties:
• Travel and overnight stays required.
• Assisting in the operations of all Hospitality locations.
• Assisting in other duties, as assigned.

Supervisory Responsibilities:
• This job has no supervisory responsibilities.

Education and/or Experience (include certs or licenses needed):
• Three to five years’ experience in Training and Development or equivalent training/experience in hospitality.
• Bachelor’s Degree in training and development, education, business, marketing, or a related field is preferred.

Minimum Qualifications:
• Must have excellent communication and organizational skills.
• Must understand adult learning principles.
• Must be able to research, write behavioral objectives, and write training materials with leaders’ guidance.
• Must have excellent one-on-one and group presentation and facilitation skills.
• Must have the ability to use a variety of learning/training concepts, methods, and principles.
• Must possess strong interpersonal and relationship building skills.
• Must be analytical and possess strong problem-solving skills.
• Must possess developed questioning and feedback skills.
• Must possess a strong customer service orientation as well as a commitment to quality.
• Must demonstrate responsibility, high work standards, and time management.
• Must bring strong computer competency and full understanding of the Microsoft Office Suite.
• Must bring demonstrated project management skills.
• Must be able to communicate in English. – IF APPLICABLE
• Able and willing to deliver friendly, courteous, and prompt customer service.
• Able and willing to work cooperatively with other team members.

Preferred Qualifications:
• Familiarity with various Learning Management System platforms.
• Knowledge in operating Adobe Presenter instructional design program.
• Experience in conducting needs assessments.
• Experience in managing professional mentoring programs.

Physical Requirements: The physical demands described here are representative of those that must be met by the Hospitality Training and Development Coordinator to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions, provided such accommodations do not create an undue hardship for the Company.

• The employee must occasionally lift and/or move up to 50 lbs., while performing the duties of this job, the employee is required to sit for long periods of time and occasionally stand, walk,
sit, use hands and fingers, handle or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, talk and hear.