

Training Specialist Position Description

Position Overview

[CareerWise Colorado](#) is a nationally-recognized startup nonprofit organization that is shaping Colorado's workforce through innovative, business-led youth apprenticeships. Through our work, we help businesses fill high-demand positions through apprenticeships that create real value and positive return for businesses. This innovative approach has captured the attention of business, government and education leaders across the state and country. Reporting to the Director of Customer Success, the Training Specialist will be the primary resource for supervisor training activities and programs. This is an essential role in ensuring a successful apprenticeship experience for both supervisors and apprentices. The position requires experience with instruction targeted at adult students/professional staff, stellar communication skills, a service orientation and a passion and curiosity for making our partners as successful as they can be.

What you'll do:

Given our business model, where our employer partners pay us over time, our Customer Success team is absolutely vital to our long-term sustainability. We will not be successful unless our employer partners are receiving significant value from our program and team – and unless our apprentices are having high-quality experiences in their apprenticeships. As such, we need a mission-driven training expert to drive initial and ongoing training for our customers. This role will include some or all of the following responsibilities:

- Understand the unique business needs, motivations and opportunities of each of our employer partners to maximize success of training within each environment
- Design, adapt, plan, organize and direct training programs for our business partner supervisors including:
 - Training programs for supervisors in conjunction with new employer partner onboarding
 - Interview training and how to interview teenagers
 - Ongoing learning opportunities for supervisors to clearly understand apprentice competencies and tools to guide attainment of each
- Lead, inform and/or participate in other regularly-scheduled trainings (e.g., apprentice bootcamp), internal CareerWise trainings, and ad hoc trainings as-needed
- Serve as the CareerWise expert on training plan development, providing one-on-one or group coaching/consultation sessions to our business and apprentice partners
- Conduct research and collaborate with current business partners, as well as various industry subject matter experts, to assess learning needs and design solutions, including coaching tips, as well as virtual and in-person adult training sessions
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- Monitor pre/post-training evaluations that measure learning outcomes. Conduct these trainings, as needed
- Partake in collaborative design and solutioning meetings between internal teams as needed
- Develop a long-lasting trusted advisor relationship with all apprentice system stakeholders
- Provide thoughtful and responsive customer support as needs arise, including working closely across departments to problem-solve unique challenges

What we're looking for

You are a proven expert in leading and delivering effective, engaging trainings. You have the ability to build valuable working relationships with various industry subject matter experts as well as current business partners. You have work experience with instruction targeted at adult students and have demonstrated results in either business or education environments. You are comfortable with technology in the classroom and teaching classes of varying sizes and audiences including excellent presentation/facilitation skills. Proven ability to design training and measure successful learning outcomes is a strong plus. You possess outstanding organizational and detail management skills. You are cool under pressure and have a natural curiosity.

Our Customer Success Team leads through influence, and problem-solves with a creative, entrepreneurial, and service-minded approach. They are self-directed and have the discipline and ability to work independently when needed. Be prepared to travel around Colorado (primarily focused on the Metro Denver Area, with some travel to other parts of the state) as needed (about 25-40% of work time).

Most importantly, you are passionate about our mission and thrive in a high energy, dynamic team like ours. And we mean TEAM. We collaborate, engage in healthy debate, jump in where ever our skills are needed, we all lead and follow. We are a group of unique individuals who truly believe in this work.

Sound interesting?

Send resume, cover letter, salary requirements, and LinkedIn profile to careers@careerwisecolorado.org

CareerWise Colorado is an Equal Opportunity Employer