

Training Specialist/Sr. Training Specialist - GPS Support Mutual of Omaha

Date Posted: 2010-03-02

Located In: Omaha, NE

Description

Founded in 1909, Mutual of Omaha is a solid, family-oriented company that's reliable, trustworthy, knowledgeable and caring. We are a full-service, multi-line provider of insurance and financial services products for individuals, businesses and groups throughout the United States. We are committed to providing outstanding service to our policyholders. Our commitment to customer service is the cornerstone of our vision and values.

Accountabilities:

- Evaluating training effectiveness and monitoring quality to support the retention of covered material and to contribute to the professional growth of associates. Providing direction on the assessment of programs and methodologies to ensure that development and training initiatives are successful.
- Developing, coordinating, and producing training programs using adult learning principles to ensure the availability of current resources information and contribute to the success of personnel.
- Designing and implementing studies to determine training effectiveness and deliver educational programs as needed.
- Consulting with management regarding training needs and management development.
- Revising training procedures and related documentation as needed.
- Participating in calibrations with management to design and execute and support development initiatives and identify appropriate support resources.
- Developing and maintaining effective working relationships.
- Monitoring training effectiveness by observing training sessions; preparing, delivering and reviewing evaluations and providing recommendations to management.
- Assisting with providing feedback for performance evaluations to management.
- Identifying appropriate tools to ensure curriculum meets learning objectives and contributes to an overall, enhanced performance outcome.
- May research, evaluate, prepare cost benefit analysis and make recommendations regarding technology based training.
- May supervise a team of associates.
- Continuing to develop knowledge, and staying abreast of all applicable changes in laws and regulations.

This job requires a background that demonstrates the following minimum knowledge, skills, talents and traits:

- Highly developed leadership skills.
- Strong planning, organizational, analytical, decision-making, and problem-solving abilities.
- Strong oral and written communication skills and well-developed/excellent classroom/presentation skills.
- Demonstrated teamwork, initiative and the ability to accomplish tasks independently with minimal direction and continuous process improvement efforts.
- Flexibility
- Ability to travel 5-10% of the work period.
- Broad knowledge of insurance industry and understanding of corporate and division policies, practices and procedures.
- Strong technical background with ability to use various software applications and ability to manage integration of business systems.
- Strong Human Relations and Customer Service skills.
- Experience in the development of quality training materials and procedures and the delivery of effective training in a variety of environments.
- Experience managing customer relationships in a customer facing environment.
- Ability to handle detail work accurately within established deadlines and under pressure.
- Ability to successfully complete and maintain appropriate licenses and certifications.
- Ability to methodically and consistently manage customer relationships on an individual level to support profitable growth.
- Thorough knowledge of the development, application, facilitation and evaluation of various techniques, methodologies and processes related to learning, business processes, and testing.
- Strong project management, business processes, and analytical skills.

Physical Requirements for the Essential Job Functions:

- Key-boarding/Writing/ Pinching (working primarily with fingers): 34-66%
- Handling (working primarily with hands such as grasping, turning, sorting): 34-66%
- Static reaching (working with elbows away from body): 34-66%
- Reaching above shoulder(s): N/A
- Sitting: 34-66%
- Confinement to work areas: N/A
- Standing/Walking: 1 - 33%
- Bending/Stooping: 1 - 33%
- Talking (required use of voice): >66%
- Near Vision -Visual Acuity at 20 inches or less: 34- 66%
- Far Vision - Visual Acuity at 20 feet or more: N/A
- Hearing: >66%
- Lifting/Carrying/Pushing/Pulling: 1-33%/1-32 reps per day 10-19lbs

Mutual of Omaha is an Equal Opportunity Employer