



# Location Services

**Refinance. Recover. Transport. Remarket.**

## Training and Development Manager

**Location: Ann Arbor**

### Summary/Objective

Based at the company headquarters in Ann Arbor, MI the Training and Development Manager is responsible for assessing, planning, developing, coordinating and/or delivers training and development programs for all employees from hourly through senior management throughout the country. This position leads the training team. Collaborates with content experts and external program providers, HR and Compliance and/or trainers to determine/develop the best solutions. Support activities and compliance with customer, corporate, OSHA and legislative guidelines.

### Essential Functions

- Create a general and position specific standardized on-boarding training process for every position within the organization that all new hires attend.
- Publicly speak and train during new hire orientations, training and development programs, and e-learning content.
- Work with leadership team to identify critical areas for improvement, benchmark best practices, and assist with developing, designing and implementing training solutions.
- Make transformational recommendations for improvement of existing tools and promote continuous improvement activities that support workforce optimization (WFO), micro-learning, AI, mobile learning, EHS Systems and Quality Systems.
- Organize, develop, direct, and evaluate employee development programs throughout the country. Identify, recommend, develop, and manage appropriate external consultant relationships as needed.
- Partner with functional leaders to develop and communicate learning opportunities including course schedules; conduct, supervise, assist and/or facilitate training events.
- Responsible for department budget assessment of training courses, negotiating contracts, costs, employee participation and effectiveness.
- Develop the annual training plan process, including tools and process, and train the trainers to deliver process.
- Collaborate with the Director HR to conduct employee skill/competency assessments, development and succession planning. and organizational capability assessments.
- Promote an inclusive learning environment, while enhancing positive employee engagement and support of company core values (GRIT).
- The position will also evaluate the effectiveness of current training programs, including researching and negotiating contracts with vendors and area colleges for external training programs.

### Competencies

- Business Professional
- High Character



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- Self-Accountability
- Highly Productive
- Excellent Powerpoint and Content Design
- Strong instructional design
- Leadership
- Strong written, presentation and public speaking

## **Education and Experience**

- Bachelor's Degree in Organizational Development, Human Resources, Business Management or similar discipline.
- Strategic thinking, business partnering and customer focus, business acumen, excellent research and analysis skills, communications and presentation skills, creative ability, writing proficiency, ability to moderate large groups, attention to detail, strong customer service orientation.
- Minimum 5 years related experience
- Excellent Analytical and Problem-Solving Skills
- Proficient with Microsoft Excel, Word and Power Point
- Ability to travel up to 10-20% of the time

## **Benefits**

- Competitive compensation package including base pay and production bonus
- Excellent benefits package including Health, Dental and Vision.
- 401K with company match
- Paid Time Off that progresses to 25 days off based off years of service
- Industry leading equipment
- Culture of Employee Recognition

## **Position Type/Expected Hours of Work**

This is full time position. Evening and weekend work may be required as job duties demand.

**Location Services** is the nation's only vertically integrated provider of end-to-end recovery, skip tracing, LPR, locksmith and transportation services within the automotive industry. We deliver more than just our services. Our strong drive for building relationships with our client and vendor partners is evident in our business operations and culture. Our dedicated staff caters to our client's SLA needs with integrity and commitment.

**Location Services** provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Location Services complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities



**Applicants must be legally authorized to work in the United States**