



Manager, Training & Development

Position Summary:

OTEC is an independent, not-for-profit training and human resource development organization dedicated to increasing professionalism in tourism/hospitality and service related businesses and sectors within Ontario, the U.S., and internationally. Started as the Ontario Tourism Education Corporation, OTEC has evolved into a customer service focused Training and H.R. Solutions business.

As a leader in the tourism and hospitality sector delivering recognized training, human resource development, and labour market programs, and the tourism sector council representative for the Province of Ontario, OTEC supports the labour market development needs of the tourism and hospitality industry. OTEC is also the certifying body for tourism occupational certifications.

OTEC has numerous partnerships within the tourism & hospitality industry, transportation, policing, community agencies, government, financial organizations and associations, as well as some of Ontario's and Canada's top healthcare providers.

The Manager Training and Development serves a key function within OTEC and is accountable for managing the training and human resource initiatives of the organization.

Responsibilities:

The core responsibility of the Manager, Training & Development are to provide training and development expertise to the organization and OTEC's clients.

OTEC is a relatively small corporation, and requires all employees to work as a team and to assist with client services whenever required i.e. answering phones, responding to questions, database management, administration, and participating in trade shows and exhibitions as necessary.

Reports to: President and CEO with project reporting to Vice President, Client Services

Direct Reports: A dotted line from the Client Services Coordinator and responsible for OTEC Contract Trainer communications.

Accountabilities:

- Strategic decision-making on the creation or modification of training programs to meet client needs or to maximize industry trends or opportunities;
- Support Business Development team in proposal writing and decisions on training components; advise on customization of training programs for submissions;
- Participate in client meetings with business development team to act as advisor on training components;



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- Create and develop training materials/programs including trainer guides, participant materials and presentation materials;
- Direct contracted developers on the creation & development of training materials/programs;
- Collaborate with subject matter experts to design training programs using adult learning principles;
- Review and report on the effectiveness of all OTEC programs, taking responsibility for delivery and/or content improvements;
- Interview and select new trainers and developers and ensure training team supports quality and overall objectives of organization;
- Monitor and review existing trainers and ensure appropriate trainers are matched to clients and program opportunities;
- Review training evaluations and monitor and report on quality or recommendations;
- Support contract and in-house trainers and designers to ensure consistent, quality results are achieved in all training offerings;
- Promote and provide consulting/sales and service for all of OTEC's H.R. resource materials and tools including H.R. Tool Kit; Performance First; Performance and Training – A Manager's Guide and others tbd;
- Support the business development and sales of all OTEC training programs and emergent products;
- Speak at conferences or seminars;
- Train preview sessions of programs, "A taste of..." to help generate sales;
- Support the delivery of Employer of Choice tools and deliver workshop
- Advise President & CEO on organizational policy matters and make recommendations; participate in senior management decision-making;
- Develop and manage budgets;
- Develop business reports for Board reports, Annual reports and Annual Business Plans;
- Contribute to the development of strategic plans;
- Manage and maximize relationships with existing clients through excellent customer relationship management;
- Participate in or attend conferences, trade shows, meetings as required;
- Work trade show booths as required;
- Support all members of the team as required;
- Perform other related work and special project duties as required.

Competencies and skills:

- Extensive learning content design, development and delivery experience is required;
- High level of competence in adult training needs assessment;
- Strong facilitation/presentation skills;
- Project management skills;
- Proposal writing skills are ideal;



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- Understanding of the ratios involved with development time to classroom time
- Experience with current and leading-edge learning technologies including e-learning, Pod casts, web conferencing etc.
- Proficient coaching skills;
- Public Speaking and Seminar delivery skills;
- Strong Customer service orientation, attitude and HR and/or training experience within a customer service environment;
- Exceptional interpersonal skills and team player;
- Exemplary written and verbal communication skills;
- Ability to multi-task, prioritize, and problem solve and to work within deadlines;
- Organized with attention to detail;
- Creative, energetic and outgoing;
- Ability to supervise and delegate to employees;
- Self motivated and achievement orientation and ability to work with little supervision;
- Excellent computer skills, including MS Word, Outlook, Excel, and Powerpoint;
- Proficiency in Pagemaker; Microsoft Publisher, Illustrator, and Photoshop is an asset.

Qualifications:

- Post secondary education and certificate in Adult Education, or a Canadian Training & Development Practitioner designation (CTDP) or an equivalent combination of education and on the job experience.
- Ideal candidate will have a minimum of 5 years experience in progressively responsible positions in learning and adult education.
- Human Resource generalist experience an asset.

Candidate will need to travel out of town periodically for meetings or conferences (some involving overnight stays). A car is necessary for this position when external meeting participation is required.

Office location: 21 Four Seasons Place, Suite 300, Toronto, Ontario, M9B 6J8. (Location is Hwy 427, The East Mall, and Burnamthorpe Rd. East area) and is accessible by public transit).

Please forward resume and covering letter to: Vicki Lymburner, President & CEO; vlymburner@otec.org. and indicate salary expectations. Only candidates selected for an interview will be contacted and we thank you in advance for your interest.

OTEC website: www.otec.org