

JOB DESCRIPTION

Job Title	: DOD Civilian Program L&D Trainer
Location	: Japan
Legal Entity	: International SOS – Japan
Reports Functionally To	: TBD
Reports Administratively To	: TBD
Works Closely with	: <i>Director of Service Delivery, Operational Teams, Medical Teams, Quality Team, Operations Managers – DOD Civ, Global Trainers, Global Medical Trainers, Regional Learning & Development Manager, DOD Leadership etc.</i>
Direct Reports	: None

A. Overall Purpose of The Job *(Brief description of the primary purpose of this position)*

- Deliver training, education and development practices to improve current and future performance by helping employees acquire the skills, knowledge, and attitudes required of a competitive workforce through raising skill levels, productivity and quality.

B. Key Responsibilities *(Critical responsibilities and skills of this position, listed in order of importance)*

- Creating and executing learning strategies and programs to new employees as well as existing employees.
- Creating and executing learning strategies and programs that will educate and increase client knowledge.
- Evaluating individual, organizational and the clients learning and development needs.
- Deploying various learning methodologies for delivering training for the DOD Civilian Program (e.g. coaching, job-shadowing, online training, virtual training, recorded training sessions etc.)
- Designing and delivering training materials, e-learning courses, workshops and other forms of training as required and available.
- Designing and administering assessment tools that will monitor and evaluate individuals' effectiveness as well as that of the training program.
- Identifying and assessing future and current training needs through job analysis, career paths, and consultation with line managers as well as planning and organizing the delivery of these.
- Developing and implementing all training materials for new and existing staff working within the DOD Civilian Program.
- Leading to ensure training delivery is consistent and standard across DOD Civilian Program.
- Overseeing training provided by sub-contractors for all staff working within the DOD Civilian Program.
- Providing guidance and support to the other DOD Civilian Program Trainers and ensuring all updates to materials are communicated in a timely manner.

- Developing and maintaining training records with concurrence of appropriate DOD managers. These must conform to any similar corporate training records.
- Supporting the development and maintenance of Standard Operating Procedures (SOP's) with concurrence of appropriate functional managers and using the SOPs to develop appropriate training.
- Supporting the Training & Quality Group's worldwide initiatives, assuring compliance with all corporate Training standards and reporting requirements.
- Liaising with management and other business owners to conduct needs analysis to identify training needs based on skills, technical or process training requirements and develop new programs or modify and improve existing programs

C. Job Profile

Required Skills and Knowledge *(Brief description of technical knowledge or skills needed to perform the job)*

- Experience in design and development of training and educational curriculums and programs to meet learning needs and desired performance standards.
- Experience in hands-on training of individuals and groups.
- Experience in selecting and using training/instructional methods.
- Knowledge of principles and methods for curriculum and training design, teaching and instruction.
- Ability to design and develop training evaluation methodologies to measure effectiveness of training.
- Ability to handle training administration such as maintaining training databases and schedules.
- Ability to conduct thorough training analysis and produce detailed reports
- Excellent verbal and written communication skills, with the ability to edit content for the purpose of knowledge transfer and skill development.
- Expertise in instructional design, including the ability to create engaging and interactive learning materials to cater to diverse learning styles and needs.

Required Competencies *(Critical behaviours necessary to successfully perform the job)*

- **Planning, organizing:** Sets clearly defined objectives; Plans activities and projects well in advance and takes account of possible changing circumstances; Manages time effectively; Identifies and organises resources needed to accomplish tasks; Monitors performance against deadlines and milestones.
- **Coping with Pressure & Setbacks:** Works productively in a pressurised environment; Keeps emotions under control during difficult situations; Balances the demands of a work life and a personal life; Maintains a positive outlook at work; Handles criticism well and learns from it. Effective problem solving skills and lateral thinking.
- **Deciding & Initiating Action:** Makes prompt, clear decisions which may involve tough choices or considered risks; Takes responsibility for actions, projects and people; Takes initiative, acts with confidence and works under own direction; Initiates and generates activity.
- **Leading & Supervising:** Provides others with a clear direction; Sets appropriate standards of behaviour; Delegates work appropriately and fairly; Motivates and empowers others; Provides staff with development opportunities and coaching; Recruits staff of a high calibre.

- **Presenting & Communicating information:** Speaks clearly and fluently; Expresses opinions, information and key points of an argument clearly; Makes presentations and undertakes public speaking with skill and confidence; Responds quickly to the needs of an audience and to their reactions and feedback; Projects credibility.

Required Work Experience *(Brief description of the job-related experience needed to perform the job)*

- Experience in Training & Development setting is preferred.
- Experience managing training programs.
- TRICARE experience highly desirable

Required Qualifications *(Brief description of the educational background needed to perform the job)*

- Educated to diploma in relevant field required or equivalent experience.
- Training Certification preferred.

Required Languages *(Brief description of the language skills needed to perform the job)*

- Excellent verbal and written English Communication skills.

Travel / Rotation Requirements *(Brief description of any travel or rotation requirements)*

- Global business travel required, approximately 30%.

This job description outlines the types of responsibilities the incumbent is required to perform. The incumbent may be required to perform job related tasks other than those specifically presented in this job description. This job description is subject to regular review.

Name & Signature of Reporting Manager

Name & Signature of Employee

Date

Date

Name & Signature of Country General Manager
or Regional General Manager

Date