**Director of Training & Development**

This position is responsible for establishing the global training strategy and architecture for all customer-facing, learning products. The Director of Training & Development (T&D) leads a team of individuals to design, develop, and administer learning for all internal and external customers. Serves as a performance consultant and strategic contributor within the organization to determine the business model and objectives for training, certification programs, and learning events. Accountable for creating alignment between the T&D strategy and the vision, mission, and values of the organization.  
  
**Essential Functions**

* Responsible for fostering a growth mindset and supporting the career growth and development of all T&D team members.
* Leads the vision and strategy for the customer training experience.
* Utilizes data from key performance indicators to inform the objectives of all training programs.
* Establishes the business model and short- and long-term objectives for training.
* Oversees the formal certification and accreditation of eligible training programs.
* Evaluates the training standards to determine gains in skills and abilities of learners, resulting in the effective application and transfer of knowledge.
* Partners and collaborates with internal stakeholders, leadership team members, and customer advisory boards to deliver best-in-class training products.
* Ensures the delivery of professional instructor-led and virtual/online training programs and learning solutions that meet the identified learning objectives.
* Manages the learning management system vendor relationship. Ensures the efficient delivery of services. Responsible for guiding the day-to-day operation and influencing the continuous improvement of the learning management system (LMS) and related learning technologies.
* Remains current in T&D profession and ensures skills and knowledge are effectively applied in his/her practice. Monitors learning and development industry trends and best practices. Serves as the resident expert on the T&D practice.
* Exemplifies the established leadership expectations and core competencies of the organization.

**Minimum Qualifications**

* Bachelor's degree in a related field (organizational development, human resources development, organizational behavior, management/business administration, educational psychology).
* Requires a minimum of ten years of progressively responsible experience in training and development.
* Demonstrated leadership experience; knowledge and expertise in learning design and development, instructional design and delivery; demonstrated ability to work successfully with others, leadership team members, and stakeholders.
* Experience with Learning Management Systems (LMS) and other learning technologies.

Core competencies of the role include but are not limited to: customer focus, business acumen, learning agility, written communication, and interpersonal savvy.  
  
**Preferred Qualifications**

* Master's degree in a related field or Masters in Business Administration.
* Law enforcement experience