

FSO - An award winning National Onsite Outsourcing Solutions Firm. We operate in 60+ cities across North America. Offering over 12 service lines, FSO has completely (re)IMAGINED™ the way companies go to business – from the way we communicate, to our state-of-the-art office space, to the level of talent sourced, to the exceptional customer experience we deliver – underpinned by a personal approach that is unseen in the industry. Additionally, we are the recipient of local and national recognition in “Crain’s Fast 50” AND “Inc’s 500/5000” (2 years in a row!). We have an exciting opportunity for a **National Director, Training & Development!** This person will report into the in NYC office and will be required to be available to travel 40% of the time. Reporting to our SVP of People Solutions, this individual will be responsible for increasing productivity per person by developing and implementing industry leading training and development programs.

Job Responsibilities:

- Lead a team in the design and development of innovative training products for all delivery mediums, including instructor-led and web-based programs.
- Implement targeted white glove and hospitality service training.
- Work with FSO field employees to introduce and implement new training programs to improve client satisfaction and experience.
- Identify Core Competencies Needed by the workforce.
- Deploy competency mapping in the company as a basis for training plan.
- Ensuring that statutory training requirements are met.
- Make training plan monthly, quarterly.
- Amend and revise programs as necessary, in order to adapt to the changes that occur in the work environment.
- Help line managers and trainers to solve specific training problems, either on a one-to-one basis or in groups.
- Coach and oversee the work of field trainers/HR generalists.
- Conduct training for supervisors and managers on specific leadership development topics.
- Ensure Career Development Plans are in place for High Potential leaders/supervisors.
- Evaluate training and development programs for continuous improvement. Keeping training materials up to date.
- Consider the costs of planned programs and keeping within budgets.
- Assess the return on investment (ROI) of any training or development
- Develop testing and evaluation procedures.

Requirements:

- Ability to travel 40% of the time
- 7+ years of Training & Development experience
- 3+ years experience managing teams
- Hospitality background

PLEASE SEND ALL RESUMES TO: KSHEPHARD@THINKFSG.COM