



## TRAINING MANAGER

### Job Description

#### OVERVIEW

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Liebert Cassidy Whitmore is a law firm that specializes in providing legal services and preventive training to California organizations including local government, schools, colleges and non-profits. We are a leader in our practice and provide services to more than 80% of California's cities, counties and community colleges as well as hundreds of special districts, education institutions and non-profit organizations. We are comprised of a team of innovative, proactive and dedicated attorneys, administrative and support staff with offices throughout California. This role is based in Los Angeles but will work with attorneys, clients and staff across the firm/state.

Reporting to the Director of Marketing & Training, the Training Manager will have direct oversight of our client facing training programs and offerings. The Training Manager will be charged with maintaining the high quality of service clients have come to rely on while continuing to enhance our programs and offerings. The successful candidate is innovative and business focused.

#### PRIMARY RESPONSIBILITIES

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##### Statewide Consortium Program

- Manage our statewide subscription based training program.
- Assess profitability, procedures, and customer satisfaction to recommend improvements for continued growth.
- Facilitate client meetings to obtain program feedback and facilitate the selection of courses for future presentation.
- Oversee the creation of annual training schedules for each consortium, including the selection of presenters and approval of final schedules.
- Manage a team of Coordinators to ensure compliance of procedures and successful execution of events.
- Establish pricing for subscribers and work closely with the Accounting Department in the issuance of annual contracts.
- Working with our clients and legal team, create, hone and/or remove topics for presentation. Assign internal teams to create and update training material for these presentations.
- Work with Management Team in the development and execution of training client on-boarding.

### **Practice Group Webinars and Seminars**

- Work with the Practice groups and Training/Marketing staff to schedule webinars and seminars that help these groups market their expertise.
- Analyze results and make recommendations for improvement.
- Oversee the renewal of MCLE, POST and HRCI provider status.

### **Customized Training**

- Establish pricing and analyze results.

### **Workshop Related Products**

- Manage our various products including Liebert Library subscription service and On Demand webinar platform.
- Oversee staff who coordinate the recruitment and invoicing of members and posting of material.
- Assign and monitor internal teams responsible for creating and updating material.

### **General Administrative**

- Assist with the development and management of the annual budget for Marketing and Business Development.
- Identify opportunities to offer new services or enhance existing services in order to attract high-value work and enhance value provided to clients.
- Direct and dotted line supervision of marketing/training department team.

### *ADA/Physical Duties*

- Capacity to communicate information and ideas so others, in person and via telephone, in a manner, which can be understood by others. Must be able to exchange accurate information in these situations
- Capability of dialing or otherwise using a telephone to place and receive phone calls
- Ability to access input and retrieve information from a computer to produce typed copy, reasonably free of errors
- Capacity to pick up, and read books, files, and other materials
- Willingness and capacity to move to and from the work area repeatedly throughout the day as necessary
- Willingness and capacity to remain in a stationary position for prolonged periods throughout the workday
- Ability to make/retrieve copies from various copy, fax, and scanning machines
- Ability to position self to maintain files in file cabinets
- May be required to lift boxes up to 10lbs

### *Safety Practices*

- Adheres to LCW general safety practices and any unique safety practices for the department and/or building. Follows protocol and public guidelines for COVID-19.

### *Other Duties*

- Other duties/projects as assigned

## **REQUIREMENTS AND SKILLS FOR SUCCESS**

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- Proactive planner with strong supervisory, organizational and project management skills, and excellent attention to detail.
- Proficient in Microsoft programs (Word, Excel, PowerPoint).
- Ability to balance and meet competing priorities and tight deadlines.
- Proficient skills in entering data into spreadsheets, databases, queries and reports.
- Ability to learn moderately complex computer systems and adapt to changes in such systems.
- Excellent knowledge of management best practices and strong managerial skills
- Excellent leadership and communication skills including the ability to set and implement strategy in a highly collaborative manner.
- Ability to thrive in a dynamic, fast-paced environment and be able to easily pivot as deadlines and priorities move and change, while maintaining a problem-solving and solutions-focused mentality and work ethic.

## **PREFERRED EXPERIENCE**

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- 2-5 years in a Supervisory Role.

## **FORMAL EDUCATION**

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- Bachelor's degree in business, project management or a similar field.