



Position Title: Senior Training Manager

Reports To: Chief Operating Officer

Location: Denver, CO

Connect for Health Colorado is a new health insurance marketplace and support network that will allow individuals, families and small employers to compare and purchase health plans from companies including the major providers across the state in a convenient way. We will provide high-quality customer assistance by phone and in person, as well as access to new financial assistance to reduce costs. Our mission is to increase access, affordability, and choice for individuals and small employers purchasing health insurance in Colorado.

Position Summary:

The Senior Training Manager is responsible for establishing training capabilities, content, processes, and providing management for the rapid delivery of new and updated training classes and material that properly meet target audience needs and consistently represents the mission and vision of Connect for Health Colorado.

The Senior Training Manager is responsible for the management of course and content development, training delivery processes, the management of resources to deliver the content and ongoing performance management to ensure training is efficient and effective. Training types include instructor led, online, blended, and documentation driven. The Training Manger will ensure training is consistent with outbound messaging and market and regulatory expectations for Connect for Health Colorado.

Position Responsibilities:

Working closely with Connect for Health Colorado functional leaders and contracted partners, the Senior Training Manager will have primary responsibility for the following:

- Design the training program and supporting services including identifying course content requirement, appropriate delivery mediums, and personnel to deliver training
 - Delivering the training program through instructor led, online, blended and documentation driven delivery processes.
 - Educating stakeholders on training benefits/requirements and availability of that training
 - Collaborating with Connect for Health Colorado staff, contracted and agency partners to create a positive end-to-end experience for users of the various Marketplace channels.
 - Overseeing the logistics and processes for ongoing training
 - Implementing the quality control and continual improvement processes to maintain training content and delivery mechanisms that represents Connect for Health Colorado quality standards
 - Provide strategic direction and solutions that help to support Connect for Health Colorado's long-term performance management strategy.
 - Work collaboratively with business leads to ensure training programs and processes are aligned and relevant to critical business priorities.
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Position Requirements:

- Bachelor of Science or Arts in Business Administration or other related field
- Minimum of 8 years working in the training function
- Experience implementing and using Learning Management Systems
- Solid foundation in adult education principles and knowledge of instructor-led, self-directed web-based, and blended learning methodologies
- Strong Project Management skills
- Proven track record in coordinating and managing the build out and delivery of training systems
- Strong ability to collaborate and effectively partner with all organization levels and third-party contacts in a dynamic and maturing initiative
- Strong competency in content, process, and metrics development
- Ability to implement training services, process and manage the continuous improvement feedback loop
- Experience in advising business leads on strategic solutions that ultimately drive superior performance.
- Strong interpersonal skills - both internally and with vendors
- Self-motivated
- Persuasive management skills
- Strong communication skills; written and verbal
- Proven record of successfully delivering projects with people of disparate backgrounds and job functions
- Proven history of adding value through creativity and hard work
- Preferred work history of successfully developing and managing the delivery of training where State constituents expectations and relationship management is extremely important
- Knowledge of healthcare industry preferred

Other Skill Requirements:

- Developing pragmatic learning content and identifying appropriate delivery mechanisms
- Organizing and coordinating activities and personnel
- Analyzing and interpreting data
- Problem-solving
- Communicating with varying stakeholders
- Creating written training documentation
- Completing metrics analysis

Working Relationships/Contacts:

The Senior Training Manager will collaborate closely with all Connect for Health Colorado functional leaders and contracted partners. The Training Manager will be responsible for the overall development of Connect for Health Colorado's internal comprehensive training framework, content, and effectiveness reporting. Where applicable the Training Manager may also be expected to deliver course content to an in class or online audience

Work Environment:

- Typical office setting; the Connect for Health Colorado office is in the Cherry Creek area of Denver, near the intersection of Colorado Blvd. and Cherry Creek Drive North
- Work schedule will include some non-traditional hours, weekends and evening events.

Compensation:

Connect for Health Colorado offers a competitive salary and benefits package. Using Connect for Health Colorado's annual benefits allowance, employees may elect from various benefit offerings and tailor a package to best suit their individual needs. Connect for Health Colorado

employees are eligible to participate in the organization's 403(b) plan and are additionally provided with paid time off, short and long term disability and life insurance.

To Apply:

Please e-mail resume, cover letter, salary history, and three (3) references to hiring@ConnectforHealthCO.com. Please include position title in the subject line. No phone calls please.

Connect for Health Colorado is an equal opportunity employer (EOE). Connect for Health Colorado may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a condition of employment.
