



Position Title:	Learning and Development Specialist
Senior Leadership Team Leader:	EVP, Operations and Travel Technology
Team Leader:	Vice President of Enterprise Technology
Team Membership:	Travel Technology Solutions
Location:	World Travel, Inc. Corporate Office in Exton, PA
Job Status:	Exempt
Supervisory Responsibilities:	N/A
Objective of the Position:	The Learning and Development Specialist demonstrates subject matter expertise, professionalism, and drive for results while interacting and relating positively to employees of diverse experience, education, culture and age to encourage and promote an engaged culture.
Job Summary:	Primary focus is training for new team members, as well as recurrent training, soft skill training, other training needs companywide including but not limited to GDS training.
Essential Functions:	<ul style="list-style-type: none"> • Train new agents, provide recurrent and soft skill training companywide including but not limited to GDS training. • Design and develop creative training solutions that meet business needs and align with company goals and training framework. • Assist with change management coaching and consulting to support operations to drive process, system and culture change. • Gather feedback around training programs; identify metrics to gauge effectiveness and implement changes based on those metrics. • Assess and coach agents upon request. • Maintain and update all training materials including but not limited to the SharePoint/Smartsheet library. • Assist Accounting in resolving debit memos issues as needed. • Collaborate with WTI Help Desk, managers and agents on format and other questions. • Test and communicate GDS enhancements. • Administration of the World Travel Learning tool. • CISCO telephonic training including both agent and supervisor desktop. • Research and resolve Service Desk tickets assigned to the training department. • Recommend script modifications for better efficiency and productivity. • Other duties as needed.



<p>Time Spent Performing Essential Functions (Generally):</p>	<ul style="list-style-type: none"> • Training 65% • Curriculum Development and material maintenance 7% • Coaching and consulting 6% • Assessing 2% • Gathering feedback 2% • Supporting accounting, Help Desk, management, agents via phone and email 9% • Testing 5% • World Travel Learning tool administration 1% • Communications 3%
<p>Competency and Position Requirements</p>	<ul style="list-style-type: none"> • Excellent listening, observation, written and verbal communication skills, particularly with a customer service focus • Independent worker who is a self-starter and who is willing to learn • Strict attention to detail • Ability to work in a fast-paced, stressful environment with all departments while maintaining professionalism • Commitment to lifelong learning • Ability to work well with all personality types, demonstrates leadership qualities, while maintaining a positive attitude • Ability to organize and prioritize a variety of tasks and projects and the flexibility to juggle to meet deadlines • Familiarity with industry terms and processes • Ability to demonstrate World Travel's reservation process on a client level • Must be able to work in collaboration with the operations team, HR, MIS, Automation, Accounting, Travel Technology Solutions, Account Management, Client Services, and training team to achieve the goals and objectives
<p>Education and Experience Requirements</p>	<p>High School Diploma or its equivalent required.</p> <p>5+ years domestic and international reservation experience in both Sabre and Apollo required.</p> <p>Have working knowledge of GDS tools such as Booking Builder, Saturn, GroundSpan, GDSx/World Vision, Graphical View, Sabre Red Apps, Trip Case, Smartpoint, Smartpoint Plug Ins, View Trip, and Globalware.</p>



	<p>Have working knowledge of Outlook, IE, Firefox, Microsoft Suite, Concur, Deem, Get There, E-Global Fares, CISCO, and LMS tools as well as other industry related software.</p> <p>Associates or bachelor's Degree preferred.</p> <p>Experience in training, coaching or mentoring, learning styles, and presenting in front of a group is preferred.</p>
<p>Physical Factors/Environment:</p>	<p>Traditional corporate office located in corporate park. Team Member will have a semi-private cubicle located on a floor with other semi-private cubicles.</p> <p>Three-sided desk with overhead storage, along with traditional wheeled office chair will be provided to Team Member.</p> <p>Training is held in one of the World Travel, Inc. training rooms. Each training room is stocked with an overhead projector, white board, telephone, desks, chairs, and training PC's. Virtual training is held via Go-To Meeting which would require telephonic and computer usage.</p> <p>Offsite training may require trainer to bring additional equipment such as laptop and projector. Offsite training may be in a public or private location with or without seating.</p>
<p>Working Conditions; Schedule:</p>	<p>Full time, Monday-Friday, 40 hours per week.</p> <p>Anticipated schedule is 9:00 a.m. (ET) to 5:30 p.m. (ET); however, World Travel, Inc. reserves the right to change Team Member's schedule at any time to meet business needs.</p> <p>Trainer may be required to travel including air travel with overnight stays of up to one week at a time.</p> <p>Team Member may work overtime from time to time upon request by World Travel, Inc.</p> <p>Team Member may be asked to report to a World Travel, Inc. office for training, support, or other reasons. World Travel, Inc. may make such request at any time, within reason.</p>
	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</p>