



Learning and Development Manager

**Job Description for Full-Time Position
Based out of Hillsboro, Oregon Corporate Office
Reports to: TBD**

Summary:

The Learning and Development Manager will lead, implement, and manage First Insight's learning and development strategy using a Learning Management System (LMS) as it relates to eye care electronic health records (EHR) and practice management system (PMS) cloud-based software. This position is responsible for managing, developing, coordinating, and conducting professionally structured training programs and course content, as well as identifying and assessing the current and future training needs of First Insight clients.

Responsibilities:

- Identifies, develops, implements, and manages the administration, documentation, tracking, reporting, and delivery of educational courses, training programs, e-learning and other development programs using a Learning Management System.
- Develops, documents, and implements processes, policies, and styles needed to establish consistent use of the LMS as well as other e-learning and training projects.
- Manages the training team: senior customer success manager and customer success consultants.
- Identifies training needs and develops and delivers LMS solutions that meet the business needs for both First Insight and clients, to include all types of content, video creation and editing, audio, webinars, and other training documents.
- Performs software and system testing and troubleshooting to ensure the LMS system is functioning as designed to work with the company's PMS/EHR system.
- Oversees LMS system updates, upgrades, integrated tools, and other software integrated within the learning management system. Communicates with LMS vendor to ensure system accessibility and technical standards are met.
- Collaborates with subject matter experts (SMEs), management, engineering, and the customer success team to provide advice on how the LMS functions and integrates with the company's software products.
- Compiles and communicates training and LMS performance metrics.
- Organizes and manages training venues, logistics, transportation, and accommodations, as required to achieve efficient training attendance and delivery, including virtual and onsite training at customer locations.



- Works closely with the Director of Marketing and Communications to develop content for regional power training and/or user group meetings.
- Not required, but preferred: Ability to manipulate and edit recorded webinars and videos into a finished product.

Skills and Qualifications:

- Bachelor's degree preferred or a combination of education and experience that demonstrates skills and abilities required for this position
- 3-5 years of experience with learning management systems and learning content management systems
- Subject matter expert and strong familiarity with recognized e-learning technical standards and LMS platforms and tools
- Technology savvy and a basic understanding of HTML5 and CSS coding languages
- Expert knowledge with Microsoft Office (Word, Excel and PowerPoint) and Google Suite (Docs, Sheets and Slides)
- Excellent leadership and project management skills
- Strong written/oral communication and interpersonal and problem-solving skills
- Ability to work effectively, efficiently, and independently in a fast-paced environment and motivated to achieve outstanding results
- Ability to train, evaluate, and collaborate effectively with others
- Ability to prioritize multiple projects and respond to changing priorities based on deadlines and requests