



Title: Training Manager

Reports to: Executive Director (Welcome to Memphis-W2M)

FLSA Classification: Exempt

Position Summary

The Training Manager will maintain a regular, ongoing schedule of presentations to employee teams, college classes, high school groups, and expo audiences. This position must be well informed about industry issues, about Memphis Tourism, and about hospitality skills. This work requires a willingness to continuously research and refresh content and presentation, flexibility to accommodate individual work situations, and a commitment to continuously promoting hospitality careers and the Authentic Memphis Hospitality standard of service.

Essential Job Functions

- Deliver training presentations including the “First Impressions” training session. Address new training topics identified by employers and develop new training content when needed. Address various working environments in the industry (lodging, luxury lodging, food & beverage, fine dining, venues, events, volunteer teams, sports events, tour companies, concierge services, attractions, etc.)
- Maintain an ongoing training schedule to allow for public classes, onsite training at businesses, and special employee rally presentations.
- Maintain contacts and working relationships with industry HR Directors, the Memphis Tourism network of employers, plus with the industry associations. Establish and maintain a network of tourism industry career workers. Organize and maintain a Learning Management System (LMS).
- Address high school classes, career expos, and special events to deliver the hospitality careers message. Assist when needed with other “employee pipeline” initiatives.
- Assist when needed with W2M programming, including the jobs bank, listening sessions with employers, the hospitality workforce development initiatives, the Pick Award campaign and events, and the app.
- Additional support and activities, when requested by the Executive Director.



Position Requirements & Qualifications

Education/Experience

- Requires at least a bachelor's degree or equivalent experience and training.
- Requires a minimum of 2 years' experience in the hospitality industry, preferably with emphasis in training/human resources/communications.

Knowledge, Skills, and Abilities

- An effective communicator with the ability to clearly articulate ideas and concepts.
- Proven planning and organizational skills.
- Experience in social media marketing.
- Accurate computer skills.
- Excellent creative skills and a great eye for detail

Working Conditions & Physical Demands

- Typically, the employee may sit comfortably to do the work. However, this position requires the ability to attend career expos that involves long hours at an event facility with little opportunity to rest, and participation in local and out-of-town functions required for networking, recruiting, etc.
- Some lifting and basic room setup required.
- This position requires in-office work and is not remote.
- Requires the ability to conduct tour/training for the hospitality industry workforce.
- Evening and weekend hours/work required at times over and above the traditional office requirements.
- Requires some travel.

This is intended to be a description of the general nature and level of work to be performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel in this position.

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