

# Workplace Experience Skills & Development Training Analyst I

**Department:** Workplace Experience

**Organizational Relationship:** Reports to the Workplace Experience Skills & Development Manager

**FLSA Status:** Non-Exempt

**Last Updated:** September 24, 2024

## **General Summary:**

The Workplace Experience (WE) Skills & Development Training Analyst is responsible for supporting the WE Systems Training platforms. The Analyst provides training and support to Workplace Experience teams and personnel while utilizing a variety of different methods, including classroom, one-on-one, video, online eLearning systems, and remote virtual learning. The Analyst is responsible for coordinating and scheduling training programs across our global offices and ensures that all training sessions are organized efficiently, resources are allocated appropriately, and participants are well-informed.

The Analyst must be a self-starter, motivated, highly organized, customer-service oriented and possess excellent communication skills.

## **Essential Duties and Responsibilities:**

“Essential duties” are those that an individual must be able to perform with or without reasonable accommodation.

1. Conducts training sessions primarily focused on technical applications, processes, and tools
2. Coordinates scheduling and communication of all appropriate aspects of learning, including the creation of training syllabi, scheduling of in-person or remote training “rooms,” coordination of audio/visual preparation, provision of invitations, reminders, attendance, and follow-up surveys
3. Works closely with the WE Skills & Development Manager to customize training in order to meet the specific needs for Workplace Experience new hire and onboarding training, software, hardware, and business process rollout training, or ongoing education initiatives
4. Creates teaching aids, such as outlines, handouts, instructions, tip sheets, online learning, Tips of the Week, and other reference materials
5. Works closely with the HR and Learning & Development teams to align training schedules with organizational goals and employee development plans

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6. Interprets internal and external clients' requests and maintains the skills, knowledge and know-how to clarify requests in order to deliver desired results
7. Generates reports, supports data integrity, and follows up with users to ensure and track usage and adoption
8. Serves as the primary point of contact for training participants, trainers, and other stakeholders
9. Maintains accurate records of training schedules, attendance, and feedback in the firm's learning management system; analyzes feedback from training sessions to identify areas for improvement
10. Tests and provides feedback on new training tools, applications and resources
11. Tracks personal progress on a multitude of projects and initiatives using project and task management tools
12. Assists with special projects on various issues or opportunities as needed
13. Promotes effective work practices, works as a team member, and shows respect for co-workers

## Position Specifications

### *Education*

- High school diploma or equivalent required
- Bachelor's degree or equivalent in digital education, information systems, communications, teaching, or related learning or technology field preferred

### *Work Experience*

- A minimum of three years' experience in technology training delivery, coordination, scheduling, or a similar role required, preferably in a global or professional services environment

### *Knowledge, Skills & Abilities*

- Excellent organizational skills, attention to detail, and the ability to manage multiple concurrent tasks
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint)
- Ability to relay knowledge through training and resource materials to other team members on a global scale
- Excellent oral and written communications skills
- Ability to learn new applications and concepts quickly in order to train and support WE team users
- Ability to think logically and have an analytical mind in order to diagnose problems and bring about rapid resolutions
- Ability to work independently
- Ability to work flexibly and multi-task in a high-pressure environment
- Ability to display a courteous and helpful attitude at all times
- Ability to be a team player in order to work collaboratively with a highly skilled team
- Ability to handle confidential and sensitive information with the appropriate discretion

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## *Additional Requirements*

- Occasional travel may be required

## *Physical Demands*

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required.

## *Working Conditions*

All Latham & Watkins positions are in a typical indoor office environment.

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.