



## L&D Partner Miami

Our client is looking for an **L&D Partner** to join their team in **Miami** on a **6 months contract**. The ideal candidate will be fluent in both English and Spanish.

The B2B Learning & Development (L&D) Partner's focus is primarily on developing and managing training initiatives for both internal and external corporate audiences, in alignment with our client's strategy. This role involves communication with regional teams, local management, local training program champions, training participants, marketing, local human resources, and external vendors.

The L&D Partner's time will be divided between three primary tasks: Content Design, Curriculum Development and/or Adaptation, and B2B e-Learning Management. The L&D Partner is also responsible for assessing the local organizations for new training needs and/or opportunities in support of their business goals.

In addition, the L&D Partner may be involved in other Customer Experience related initiatives as time allows.

### **Responsibilities:**

- Lead develop of B2B Segmented Journeys training program, including content development, implementation and evaluation of new program
- Ensure that our client's business has a strong professional development program and foster our Client's Business as the right place to work for a competitive career, while promoting quality of performance and employee productivity
- Adapt B2B training programs for application in our Client's B2C business units, including analysis of target groups and business needs, as relevant
- Translate identified learning needs into comprehensive L&D activities (primarily eLearning and distance learning)
- Deliver regional and country-specific in-person and/or distance trainings, as necessary (including train the trainer)
- Create e-Learning courses (content and animation) on defined topics related to the full end-to-end customer lifecycle
- Develop in-person training guides and session outlines (for implementation by local training teams)

- Co-create / adapt training materials with external vendors
- Create videos and mini-eLearning sessions on the benefits and use of our Client's Business products and solutions, for use with both internal and external audiences
- Maintain a good working knowledge of the telecommunications industry, including emerging business models, technologies and standards
- Design, conduct and manage training impact evaluations and tracking
- Communicate with external vendors (identification of, contract negotiation support, relationship maintenance)
- Coordinate the implementation of training programs in agreement with the business owners at both the local and regional levels
- Coordinate IT support (for e-Learning platforms)

### **Qualifications:**

- Degree in Communications, Sales/Marketing, Education or similar
- 5+ years of experience with proven track record in similar position  
Experience in sales or services and understanding of the complete customer lifecycle
- Proven track record in the area of learning & development within a large company
- Experience with internet-based collaboration, training and social tools
- Experience producing and designing audiovisual experiences
- Experience in managing teams in different regions/countries
- Experience in needs analysis and curriculum development
- Experience in communicating with a diverse audience
- Ability to travel

### **Essential Knowledge:**

- BA/BS is required, MBA or MA/MS in training-related field is preferred
- Proficient in using Microsoft Office
- Must possess an extensive knowledge of sales training methodologies
- **Ability to speak, read and write in Spanish and English fluently;** ability to make effective presentations in either language

### **Core Competencies:**

With strong knowledge and experience in the telecommunications industry:

- Strong interpersonal and communication skills and the ability to work effectively with a wide range of cultures in a diverse community
- Ability to work collaboratively with management teams, act as an advisor and resource to local operational teams
- Ability to create high impact teams who build on positive teamwork and collaboration
- Ability to make effective and persuasive speeches and presentations
- Build and maintain positive, productive relationships with peers, colleagues, senior leadership, operational managers, consultants and suppliers
- Passionately curious – We look for those who have a natural skill to engage with people at a deep level
- Ability to extend learning analysis into the eLearning, social and informal world
- Confident self-starter, proactive, skilled in taking initiative, assessing requirements, coming up with plans and taking the lead in making plans reality
- Preferable experience with B2B telecommunications training programs, including aspects of design, development and delivery

