



Training and Development Manager

Kaufman & Canoles is seeking a new Training and Development Manager. Kaufman & Canoles is a highly respected corporate law firm with nine offices located throughout Virginia and North Carolina, with our main office being located in Norfolk, Virginia. Our Trainer will be headquartered in Norfolk, but will be required to travel to all offices.

RESPONSIBILITIES:

1. Provide quality technology education to the Firm's lawyers and support staff that enables the efficient use of appropriate technology in service to the Firm's clients.
2. Conduct in-person and remote training classes in a variety of media formats including classroom, videoconference, desk-side, and training videos. Track attendance and training-related statistics.
3. Organize and conduct new-hire training.
4. Travel to all firm offices as needed to provide training and desk-side support on projects and other departmental or office initiatives.
5. Create and maintain training schedules, materials, and reference guidelines, including visual aids, online learning modules, course handouts, reference guides, communications and invitations
6. Assist with the creation of strategies to effectively prepare Firm attorneys and staff for the roll-out of new or changing technology.
7. Act as a technology liaison between system users and the IT department to gather training suggestions, feedback and other information that will aid the department in providing improved customer service, learning and support.
8. Assist Help Desk, Application Support and other IT technicians in responding to incidents where training-based assistance is required.

QUALIFICATIONS:

1. Bachelor's degree preferred
2. A minimum of three years of relevant end user training experience in a professional services environment, preferably a law firm
3. High technical competence and training/support delivery experience in a range of business software including Microsoft Office, MS Teams, iManage, Litera suite, Kofax/Adobe PDF, Remote Access Tools, Mobile Working, legal document production and time management.
4. Proficiency on office equipment used on a regular basis including computers, printers, copy machines, and telephones
5. Must have reliable transportation and a valid driver's license for occasional travel for firm business.
6. Experience with eLearning software and online training tools
7. Excellent written and verbal communication skills
8. Strong motivational , organizational and presentation skills
9. Ability to take initiative, set priorities and see projects through completion including the ability to handle many tasks simultaneously
10. Ability to work well under pressure, facilitate solutions, and meet deadlines and respond to changing priorities
11. Ability to establish effective working relationships within the department, office and firm and others outside the firm
12. Strong analytical and problem solving skills

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must be able to use a keyboard/mouse, read a computer screen, frequently lift and/or move objects up to 10 pounds, and occasionally lift and/or move objects up to 40 pounds.

BENEFITS:

We offer competitive compensation and a comprehensive benefit package. Benefits include medical, dental, life insurance, 401(k)/profit sharing, paid time off, and long term and short term disability.

Kaufman & Canoles is committed to equal employment opportunity (EEO) in all aspects of our employment and retention practices and decisions.