



**LBA Group**®

(252) 757-0279 | lbagroup.com  
3400 Tupper Drive | Greenville, NC 27834

<b>Job title</b>	<i>Director of Training Services, LBA University</i>
<b>Reports to</b>	<i>COO</i>

### **LBA University**

LBA University, Inc. (LBAU) is a safety and compliance certification training center offering online training that keeps industry professionals safe, avoids OSHA and other regulatory problems, and minimizes occupational health and safety liability concerns. The focus of LBAU is on skills needed in the wireless and communications industries, with an emphasis on radio frequency safety. Thousands of industry workers have been trained by LBAU!

All LBAU occupational health and safety classes are available online for individual or group self-study. Online group courses include a management interface to track and control the student's learning experience. Our courses are designed and presented by credentialed experts. Training is available worldwide, in English and Spanish.

Our objective is to collaborate with safety and risk management teams to tailor training to the specific needs of an organization, providing it to employees where and when they need it. LBAU includes experienced safety managers who understand the problems of creating and maintaining a properly safety trained and certified workforce, and will provide you solutions, not just courses. LBA University is a unit of LBA Group, Inc., a CVMSDC certified small disadvantaged Hispanic business.

### **Job purpose**

The University Director of Training Services is responsible for sales, marketing, customer orders, product development, and customer support. The mission of the Director is to deliver outstanding products that ensure revenue growth, margin and customer satisfaction. The Director must identify areas for growth and create strategic product line roadmaps to help drive new and existing products.

### **Duties and responsibilities**

- Responsible for taking and tracking orders from the University customers. Orders are taken via phone, online portal and email.
- Maintain a close pulse on financials for the University and develop plans from a financial and strategic perspective
- Responsible for revenue growth through sales channels such as direct course, upselling with current customers and third-party suppliers
- Use data to perform analysis on several aspects: product performance, forecasting, consumption patterns, and industry trends
- Responsible for interfacing with marketing and technology department for content development and marketing campaigns
- Communicating opportunities for additional product training with clients

- Conducting business reviews to ensure satisfaction with our products and services based on customer needs
- Escalating and resolving areas of concerns as raised by clients
- Liaising with internal departments to ensure client needs are fulfilled effectively
- After hours orders and trouble shooting can be expected at times
- Other duties as assigned

### **Required Skills**

- Proven track record of taking ownership and delivering results
- Ability to work with minimal supervision
- Computer skills, Microsoft package
- Superior analytical and problem-solving skills with demonstrated experience turning data into actionable plans
- Excellent communicator and creative thinker, with the ability to use data to make decisions
- Project management skills and understanding of how to manage multiple tasks and focus on delivery of results in the form of engagement, leads and sales
- Ability to problem solve
- Aptitude for fostering positive relationships

### **Qualifications**

- Reasonable experience in the Safety, Construction or Wireless Infrastructure Industry
- Knowledge of OSHA guidelines and practice
- Safety training experience and Industry certifications preferred
- Associate Degree (Bachelor Degree preferred) in Safety, Wireless Infrastructure or Construction
- Experience in eLearning industry preferred
- Relevant Military experience a plus

<b>Approved by:</b>	
<b>Date approved:</b>	
<b>Reviewed:</b>	