

BERMUDA

TOURISM AUTHORITY

The Bermuda Tourism Authority (BTA) is the official destination marketing organization of Bermuda. We are a dynamic, independent and entrepreneurial tourism enterprise dedicated to driving Bermuda's evolution as a world-class tourism destination.

The BTA is looking for a **Tourism Standards & Training Specialist**.

With responsibilities based in **Bermuda** the Tourism Standards & Training Specialist will be reporting directly to the Tourism Standards & Training Manager. This role requires an outgoing, results-driven, goal-oriented individual who can create, develop, implement, organize and conduct various training programs for all levels of stakeholders to further align department strategy, values, people, and processes with the Bermuda Tourism Authority's corporate goals from start to finish with minimal to no supervision.

Duties and responsibilities are varied and not limited to:

- Assess training and development needs through surveys, interviews, focus groups, and communication with stakeholders
- Creates, organizes, plans, and presents various forms of skills training for employees in the industry
- Develops unique training programs to fulfill workers specific needs to maintain or improve job skills in the industry
- Managing the content and features as well as provide technical support of our learning management system
- Creates and/or acquires training procedure manuals, guides, and course materials.
- Presents training and development programs using various forms and formats including group discussion, lecture, simulations, and videos
- Maintains records of training and development activities, attendance, results of tests and assessments, and retraining requirements
- Assesses training materials prepared by instructors
- Evaluates program effectiveness through assessments, surveys, and feedback
- Maintains knowledge of the latest trends in the industry, learning and development, changes in theory and development in learning technologies
- Administering a variety of programs as directed by the BTA and National Tourism Plan
- Coordinating training programs and initiatives with internal and external stakeholders
- Compiling and maintaining database of stakeholders and other relevant contacts in organization CRM
- Oversee department product and promotional inventory
- Collating program data for weekly, quarterly, yearly and other reports as requested
- Managing the budget for training and local initiatives which include budget tracking, receipts and reconciliations
- Ad hoc administrative responsibilities
- Other related duties as required

The successful candidate must possess:

- Bachelor's degree in business, hospitality and tourism or equivalent is preferred
- A minimum of three years relevant experience in a similar role
- Have a passion for the hospitality and tourism industry as well as a passion for improving people's skills and competencies
- Previous knowledge and experience of using Learning Management Systems ideally Docebo
- Strong presentation and project management skills
- Ability to prepare reports when requested
- Ability to evaluate and research training options and alternatives
- Ability to design and implement effective training and development
- Adept with a variety of multimedia training platforms and methods
- Strong computer skills and demonstrated proficiency with Microsoft Office Suite
- Demonstrated ability to work in a fast-paced environment
- Ability to manage multiple priorities/deadlines while being detailed and organized
- Strong willingness to learn
- Manage time, set priorities, plan and organize workload to deliver the required outcomes
- Identify and implement continuous improvement in performance and productivity
- Excellent communication (oral, listening and written) and interpersonal skills
- Ability to exercise judgement, make decisions, establish professional contacts, and organize time with minimal to no supervision

We invite you to submit your application online via our Employment Opportunities page at <https://www.gotobermuda.com/bta/employment-opportunities>

Applications for this position must be received no later than **August 27th, 2022**.