



Job Description

There's never been a better time to join TravelCenters of America! For 50 years, millions of professional truck drivers and motorists have called our travel centers home, depending on us daily for fuel, food, truck maintenance and essential services.

Today, TA is in the midst of a major company transformation. Driven by a passionate team, TA is focused on growing its network of travel centers, upgrading more than 100 existing TA, Petro and TA Express locations nationwide, implementing cutting edge technology and embarking on innovative alternative energy and sustainability initiatives.

From our locations across the country, to our corporate headquarters in Westlake, Ohio, every team member is a stakeholder in TA's transformation. This dynamic environment offers endless career opportunities for individuals interested in sharing their ideas, growing with the company and shaping TA's future.

Job Summary

The Manager, Learning & Development is a key HR Leader responsible for the planning, development, delivery, and supervision of training, performance, and succession programs for company businesses. They have a knack for assessing the needs of all the company businesses, implementing training, development, performance, and succession planning.

Duties and Responsibilities

- Establish and maintain training requirements for company team members.
- Manage the review of existing training materials annually. Make updates as needed. Update training materials to ensure acquired training is comprehended and retained.
- Work closely with operation management & home office program leaders to ensure execution of learning and performance initiatives and team member learning journeys are being met.
- Ensures training location managers remain up to date regarding training standards. Evaluate training methods to include on-the-job training, webinars, eLearning, and classroom methods/blended training approaches are maximizing training comprehension and retention.
- Support company internal promotion programs. Review, update, and monitor all developmental programs to ensure team members receive support needed to complete the program in the time allotted.
- Support the training needs for newly opened, converted, and franchise sites.
- Facilitate various classroom programs at the home office, training center, and remote designated training locations.
- Monitor state and federal law compliance training and provides respective reports as needed.
- Supervises the planning, development, and delivery of training and performance programs for all businesses.
- Ensures coordinator schedules and arranges travel and transportation for training periods of all company operations team members in an efficient manner.

- Special projects including but not limited to onboarding, training, and performance platform efficiencies, content development, and other projects as assigned.
- Lead team's workload and assign projects to Learning & Performance Specialists to ensure internal team members are taken care of in an efficient and timely manner.
- Manages the design and development of all necessary instructor and participant materials such as presentations, study guides, exercises, activities, handouts, eLearning, videos, audio, simulations, role plays, games etc.
- Coach team members in achieving maximum efficiency in productivity, people skills, operations, and profitability.
- Oversees training location certifications thru site visits, monthly conference calls, periodic workshops, and other methods to maintain best in class training.
- Manages relationships with vendor resources to ensure proper and updated concept materials, along with proper delivery of content into company's learning management system.
- Continually seeking opportunities to enhance personal development in training skills, technology advances, and people skills.
- Leads projects that have multiple resources and deliverables.
- Other projects and duties as assigned.

Qualifications

- Bachelor's degree in human resources, communication, education, business administration or other related area or equivalent job experience. MBA preferred.
- 5 - 7 years' experience in Learning & Development including Performance Management.
- Ability to develop instructionally sound content.
- Strong organizational and project management skills.
- Able to maintain strict confidentiality of corporate information.

How To Apply – Please email Christian Perez, the Manager, Recruiting Operations, at cperez@ta-petro.com and include your resume.