



Instructional Design Consultant

CLAIM YOUR FUTURE AS A GREAT PERFORMER!

Providing both satisfying and challenging work along with a highly professional and friendly work atmosphere, Sedgwick has a strong commitment to its colleagues and its clients. If you are seeking a place where you can do great things for those whose lives you touch while maximizing your own career possibilities, Sedgwick is the place for you. As the largest and most innovative Third Party Administrator in the claims industry and the first and only TPA to receive both recognition as the Best TPA in America and the coveted Employer of Choice designation, we invite you to come be a part of our team and, "Claim Your Future."

PRIMARY PURPOSE: To design complex training courses and materials in compliance with the process of learning using eLearning tools; to assist with organizing and conducting training using a webinar tool; to assist internal and external customers with complex learning strategies; and to test learning deliverables ensuring performance improvement in line with business goals.

ESSENTIAL FUNCTIONS and RESPONSIBILITIES

Designs courseware and course certification in compliance with company process of learning.

Ensures course developers outside of Sedgwick University (SU) are in compliance with company process of learning.

Creates and maintains pre-, post-, and behavioral change assessments within each course; uses data to provide statistical proof that course objectives are being achieved.

Creates tools and processes ensuring ongoing consistency of learning content resulting in the successful achievement of operational and business objectives.

Consistently researches technology and media options for effective adult blended learning.

ADDITIONAL FUNCTIONS and RESPONSIBILITIES

Performs other duties as assigned.

Supports the organization's quality program(s).

Travels as needed.

QUALIFICATIONS

Education & Licensing

Baccalaureate degree in Instructional Design or Education from an accredited college or university required. Certified in Adult Learning methodologies, Instructional Design or eLearning technology required. Courses in executive leadership or industrial/organizational psychology preferred (MBTI).

Experience

Six (6) years training experience (including e-learning) and course design required; claims management experience preferred. MS/MA degree may substitute for three (3) years of required experience.

Advanced knowledge of instruction design-related tools required.

Skills & Knowledge

Knowledge of all aspects of Adult Learning, including analyzing performance needs, designing training materials including e-learning content, instructing/facilitating, evaluating training, and coaching the application of training

Good knowledge of human performance technology and consulting

Knowledge of author ware products

Good knowledge of e-learning theories and technologies

Excellent oral and written communication, including presentation skills

PC literate, including Microsoft Office products

Analytical and interpretive skills

Strong organizational skills

Advanced implementation skills

Excellent interpersonal skills

Excellent negotiation skills

Ability to manage multiple, time sensitive priorities meeting internal and external customer needs

Ability to work independently

Ability to work in a team environment

Ability to meet or exceed Performance Competencies

WORK ENVIRONMENT

When applicable and appropriate, consideration will be given to reasonable accommodations.

Mental: Clear and conceptual thinking ability; excellent judgment, troubleshooting, problem solving, analysis, and discretion; ability to handle work-related stress; ability to handle multiple priorities simultaneously; and ability to meet deadlines

Physical: Computer keyboarding, travel as required

Auditory/Visual: Hearing, vision and talking

NOTE: Credit security clearance, confirmed via a background credit check, is required for this position.

The statements contained in this document are intended to describe the general nature and level of work being performed by a colleague assigned to this description. They are not intended to constitute a comprehensive list of functions, duties, or local variances. Management retains the discretion to add or to change the duties of the position at any time.

Sedgwick is an Equal Opportunity Employer and a Drug-Free Workplace