

## Space Center Houston Human Resources Trainer

The mission of Space Center Houston is to inspire all generations through the wonders of space exploration. We aspire to be the leading science and space learning organization in the world. Owned and operated by the nonprofit Manned Space Flight Education Foundation, we are the Official Visitor Center of NASA Johnson Space Center. The center features more than 400 space artifacts, hands-on interactive educational exhibits, and robust youth programs interpreting the exciting future and remarkable past of America's human spaceflight program.

We are currently seeking a full-time Human Resources Trainer responsible for executing a company-wide comprehensive training and development program to build employee and volunteer competencies to advance Space Center Houston's mission, ensure excellence in guest service and promote an environment of continuous learning. Responsibilities and qualifications are shown below:

### POSITION RESPONSIBILITIES

- Responsible for the design, development, implementation, delivery, evaluation and administration of company training programs for employees and volunteers at various levels throughout the organization. Targeted areas of training may include but are not limited to supervisory/leadership skills; guest/customer service; and diversity, inclusion and accessibility.
- Work with management to identify and understand training and development needs and effectively translate those needs into learning strategies. Optimize performance by addressing organizational capability gaps and employee/volunteer development needs.
- Develop tools and processes to measure results and success of programs. Monitor the effectiveness of programs and recommend new approaches to improve, update or enhance training initiatives.
- Develop creative solutions to provide training to a workforce with varying schedules, shifts and availability.
- Collaborate as a team with Human Resources and Guest Operations to provide an effective new employee and volunteer orientation process. Ensure orientation programs complement and are consistent in messaging with all company-wide training programs.
- Work closely with the Safety and Security Manager to identify and address safety training and/or required OSHA training as needed.
- Evaluate various learning methods to determine the most effective means of presenting materials to achieve desired outcomes. May include classroom, self-guided, computer based, speakers or other methods as determined. Maintain a current knowledge of instructional methodologies and best practices including technology enhancements. Attend periodic seminars/forums to ensure the use of current learning tools and processes.
- Responsible for the administrative needs of the training function including but not limited to scheduling, creation of a training calendar, ordering materials, tracking attendance and evaluation. Determine software needs to accurately maintain and track training records.
- Research and identify vendors as needed for computer based and external training needs.
- Other duties as assigned.

Manned Space Flight Education Foundation  
Houston, Texas  
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## POSITION QUALIFICATIONS

- Bachelor's degree in Education, Human Resources Management, or a related field.
- A minimum of 7+ years full-time work experience developing and executing adult training programs including program assessment, analysis, design, delivery and evaluation. A minimum of 2 years of work experience developing and presenting supervisory/leadership skills training. Work experience in the areas of customer service, and diversity, inclusion and accessibility training strongly preferred.
- Previous work experience in the hospitality industry preferred.
- Strong knowledge of instructional design, content development and adult learning techniques and theory. Experienced in conducting needs assessment and program evaluation.
- A keen understanding and knowledge of developing soft skills capabilities.
- Proficiency in Microsoft Office Suite with extensive experience using presentation software.
- Strong verbal and written communication skills with the ability to effectively present to various size groups. Must be a confident and engaging public speaker.
- The ability to work successfully with all levels in the organization. Must present a professional and business appropriate image.
- Must have the ability to develop programs that are consistent in message across all company-wide training.
- The ability to work independently, make sound decisions, set priorities, and effectively organize work.
- The ability and willingness to handle administrative duties related to the training function.
- Willingness to work evenings, nights and/or weekends as needed. Occasional travel may be required.

Space Center Houston is an equal opportunity employer and earned 2016 Houston Chronicle Top Workplaces honors in an anonymous survey of its employees. It has a diverse and inclusive work culture with a creative, fun and collaborative environment.

**To apply:** Email resume to [careers@spacecenter.org](mailto:careers@spacecenter.org). For more information, contact the Human Resources Department at (281) 244-2150 or visit our website at [www.spacecenter.org/careers](http://www.spacecenter.org/careers).

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