



Human Resources
411 Farwell Avenue
South Saint Paul, MN 55075
651-552-5253
hr@sportsmansguide.com

Training and QA Manager

Sportsman's Guide has a fantastic opportunity in our Contact Center for a Training and QA Manager. This position is responsible for collaborating with subject matter experts to design, develop, and deliver training and development programs utilizing adult learning methodologies that build consistent processes, create empowered agents and improve SG's overall customer experience. As a Training and QA Manager, you would design, develop, deliver and maintain curriculum for both new hire and ongoing training within the Sales and Service functions, proactively use technology, industry best practices, external networking and alternative learning methods to continually evolve learning and development activities, create a sustainable knowledge management program to capture and manage systems and process knowledge, and manage the Quality Assurance team and process by establishing performance criteria and measurement processes to ensure customer satisfaction and continuous improvement of services.

Essential Duties/Responsibilities:

- Manage internal training efforts and develop supporting processes and procedures to ensure efficiency and consistency.
- Collaborate with subject matter experts to design, develop, deliver and maintain comprehensive training programs which advance the overall strategy, vision, and core values of SG and the Customer Experience team.
- Design and develop training plans, programs, materials and schedules based on identified training needs.
- Set up and own train-the-trainer efforts.
- Create and maintain a repository of training materials, including but not limited to videos, presentations, instructions, and guides.
- Develop tracking mechanisms to ensure the satisfactory completion of all required learning activities.
- Develop processes to evaluate training programs, measure participant learning, and make changes with the goal of continuous quality improvement.
- Provide ongoing communication with management regarding training goals, direction and results with key performance indicators/other measures.
- Work directly with Sales and Services leadership to develop and maintain a knowledge management system.
- Develop and maintain strategic relationships with Customer Experience team as well as supporting functions such as Merchandising, Marketing, Distribution, HR, and IT.

SPORTSMAN'S GUIDE CORE VALUES Hungry for Growth • Prudent Risk Taker • Can-Do Resourceful Spirit • Embrace Fun • Respect the Individual • Open to Change



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Education/Qualifications/Work Experience:

- Bachelor's Degree in Human Resources, Organizational Development, Education or related field.
- Five years of related experience in corporate training, adult learning, and/or instructional design, preferably in a contact center environment. Classroom facilitation experience required.
- Two years of related experience in Quality Assurance management.
- Two years of related experience in implementing and maintaining a knowledge management system.
- Working knowledge of contact center operations, including managing internal and external customer relationships.
- Strong written and verbal communication skills.
- Strong organizational skills with the ability to identify and manage competing priorities and deliver results according to plans and schedule.
- Ability to lead, influence and motivate others.
- Strong time management skills and the ability to be self-driven.
- Ability to interact effectively with individuals at all levels within the organization.
- Proficiency in MS Office applications and eLearning tools.
- Ability to present a compelling case for ideas and initiatives
- Superior execution skills
- Strong analytical and problem-solving skills
- Effective planning and organizational skills
- Ability to work a flexible schedule, including evenings and weekends

Sportsman's Guide offers an excellent compensation/benefits package; including medical, dental, 401(k) and fantastic merchandise discounts. Please email your resume along with salary requirements to hr@sportsmanguide.com.

About Sportsman's Guide:

Sportsman's Guide was born in the brain and basement of outdoorsman Gary Olen, back in the winter of 1970. His very first Sportsman's Guide Catalog came out in 1976.

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During the ensuing years, the basic philosophy and attitudes of the company haven't changed much. We sell only quality items...and we only sell them for a whole lot less than others do. We only offer gear and clothing we'd use ourselves or suggest to our best friends, and we keep our prices low by buying right, not by adding to the mark-up.

We work with best-in-class marketing partners and strive to stay ahead of our competition each day. We have strong relationships with our marketing partners who help us drive 60 million annual visits to the website each year.

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