

## Learning and Development Coordinator

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Company: The Ritz-Carlton

Location: Mugla

Category: other-general

### POSITION SUMMARY

Helps drive company values and philosophy and ensures all training and development activities are strategically linked to the organization's mission and vision. Works with property leadership team to identify and address employee and organizational development needs. The position is responsible for ensuring effective training is in place to enable the achievement of desired business results. Training programs focus on a variety of topics, including product knowledge, company philosophy, and customer service and leadership skills. Conducts needs assessments, designs and develops training programs and facilitates the delivery of both custom and corporate training programs. Measures the effectiveness of training to ensure a return on investment. As well as supports Human Resources team such as creating and maintain filing systems. Create new employee personnel file. Respond to questions, requests, and concerns from employees and management regarding company and Human Resources programs, policies and guidelines. Inform Human Resources management of issues related to employee relations within the division or property. Maintain confidentiality and security of employee and property records, files, and information. Ensure accurate maintenance of all employee records and files. Follow all company policies and procedures; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Report accidents, injuries, and unsafe work conditions to manager. Welcome and acknowledge all guests according to company standards. Speak with others using clear and professional language; prepare and review written documents accurately and completely; answer telephones using

appropriate etiquette. Develop and maintain positive working relationships with others; support team to reach common goals; listen and respond appropriately to the concerns of other employees. Ensure adherence to quality expectations and standards. Enter and locate work-related information using computers and/or point of sale systems. Move, lift, carry, push, pull, and place objects weighing less than or equal to pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

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