

DRINKER BIDDLE & REATH LLP
INSTRUCTOR
JOB POSTING

JOB TITLE: Instructor	STATUS: Non-Exempt
REPORTS TO: Director of Learning & Development	LOCATION: Philadelphia, PA or Dallas, TX
<p>SUMMARY: We are looking for an Instructor to join our Learning and Development department. Based in our Philadelphia, PA or Dallas, TX office, this position will work with other members of the Learning and Development Department to lead training across all offices at our firm. While this role has many nuances to it, the overall function of the Instructor is to work with other members of the Learning and Development Department to perform all aspects of the training life cycle – assisting firm personnel to effectively and efficiently fulfill their job functions.</p> <p>The training life cycle includes preparing a needs analysis, designing courses of study, developing training programs, including supporting materials, and delivering training in a manner that is conducive to learning.</p> <p>It is also important that the Instructor communicate on a regular basis with other professional trainers at law firms and other organizations in order to leverage the knowledge and experiences of others, and improve their own professional education.</p> <p>In accordance with the firm’s Client Service Initiatives, the Instructor must display good judgment, effective interpersonal communications; confidentiality and discretion are required.</p>	
<p>ESSENTIAL JOB FUNCTIONS:</p> <ul style="list-style-type: none"> • Deliver training for firm personnel, technical and soft-skills, catering to all skill levels and aptitudes. • Adhere to course curriculum, including completing classes in a timely manner. • Write or revise performance support materials including manuals, instructor outlines, tip sheets, procedures, and templates. • Evaluate task requirements and current processes. • Propose efficiency improvements within the constraints of available resources. • As needed, conduct classes on short notice. • Provide training and floor support as necessary when new products are introduced. • Evaluate new training products for use in the firm. • Work effectively in teams with project leaders and managers, and communicate effectively with other staff, consultants, and vendors. • Be prepared to meet the firm's emerging technical training requirements as business requirements dictate. • Assist the Director in exploring new ways to deliver training, which are both cost-effective and serve the unique needs of the users. <p>OTHER JOB FUNCTIONS:</p> <ul style="list-style-type: none"> • Collaborate with other firm service departments on special projects. • Communicate effectively with lawyers and all levels of staff in the firm. • Meet with training staff at other firms and companies, as well as training vendors, to leverage their experiences and knowledge for the benefit of the firm. • Participate in design review and testing for new firm-standard applications and upgrades. • Conduct train-the-trainer sessions for new or upgraded technology. • Keep up-to-date with new training methodologies including e-Learning, video and web-based methods. <p><i>The above described job elements are intended to indicate the general nature and levels of work being performed by employees assigned to the job. They are not intended to be an exhaustive list of duties, responsibilities and skills required of employees so classified.</i></p>	

KNOWLEDGE, SKILLS AND ABILITIES (including but not limited to):

- High level of professionalism.
- Superior customer service skills.
- Excellent communication skills (both verbal and written).
- Confidence and competence in conducting in-person training to large and small groups of learners as well as one-on-one training.
- Experience in delivering technical training to non-technical individuals in a tactful and patient manner.
- Knowledge of adult learning theories.
- Proven experience in learning new technologies quickly.
- Strong experience in writing and revising supporting documentation.
- Strong understanding and application of critical thinking methodologies.
- Must have a superior knowledge of the Microsoft suite and working knowledge of PC hardware systems, printers and other equipment that users employ.
- Experience in employing training support systems, such as online training rooms, projectors and other training support systems.
- Ability to learn new technologies quickly, develop new expertise and achieve comprehensive understanding of software.
- Ability to demonstrate new software and equipment effectively.
- Excellent organizational and interpersonal skills, including strong verbal and written communication skills.
- Confidence in public speaking and presentations.
- Ability to maintain discretion and confidentiality.
- Ability to accept mentoring from others and quickly adapt to suggested improvements.
- Ability to maintain composure when under pressure.
- Ability to assess, adapt and reprioritize projects quickly when situations change.
- Ability to exercise good business judgment and diplomacy in complex situations.
- Willing to accept ownership of projects and be successful in driving those projects, as well as daily tasks, to a successful conclusion.
- Openness to the views of others.
- Ability to interact with people in a manner that shows sensitivity, tact, and professionalism.
- Must be highly motivated, a self-starter who is able to juggle multiple projects simultaneously and successfully, many with tight deadlines.
- Able to quickly grasp the goals, service, culture and strategy of both the firm and the department.
- Candidate must conduct him/herself professionally in appearance and actions; must set a positive example for all personnel and support a collegial and collaborative work environment.
- Adhere to and serve as a role model for the firm's Client Service Standards.
- Willingness to be flexible and perform responsibilities not specifically identified in the job description and assuming new responsibilities as the department's and the firm's needs change.
- Ability to work overtime and/or off hours when needed.
- Travel to other offices within the firm will be required (est. 25% annually).

EDUCATION AND EXPERIENCE:

- Bachelor's degree in Education or related degree.
- A minimum of three (3) years' experience in education/training in the academic or corporate fields.

We are an Equal Opportunity Employer offering a competitive salary and full benefits package, including, but not limited to, medical/dental/vision, life/disability insurance, paid holidays and a 401(k) plan.

HOW TO APPLY: Interested candidates should send a cover letter, including salary requirements, and resume to Human.Resources@dbr.com referencing "Instructor" in the subject line. Incomplete applications will not be considered.