

## TRAINING & SUPPORT SPECIALIST

Torys is a highly respected international business law firm with offices in Toronto, New York, Calgary, Montréal and Halifax. We work together to offer seamless cross-border services to our clients all over the world.

As a Torys employee, you will enjoy both an exciting, fast-paced work environment and a supportive, collegial and team-based culture. Our positions are best suited to individuals who take pride and ownership in their work and demonstrate exceptional client service in everything they do. At Torys, we take pride in our ability to attract and retain individuals who excel in their respective fields. We do this by providing stimulating work and learning and development opportunities, as well as a competitive compensation and benefits package.

### POSITION OVERVIEW

We are currently seeking an experienced and skilled **Training & Support Specialist** to join our Toronto office. This position requires an individual with a strong client service orientation, a focus on adult learning and the ability to work collaboratively in a fast-paced environment.

### KEY ACCOUNTABILITIES

- Design, implement and deliver technical training for all members of the firm, new hire orientation and training for support staff, and managers and soft skills training such as client service, teamwork, and productivity to support staff and managers.
- Deliver customized training and support to the firm's legal professionals including training on specific technology as well as working with legal professional and assistant work teams to establish efficient practice management processes
- Deliver training support to members of the firm in its other offices either through remote desktop tools or through in-person training. Each member of the training team travels to the other offices approximately 2-3 times per calendar year.
- Design, test and evaluate end user documentation (e.g. technical documentation, manuals, reference guides and training aids).
- Participate in firm projects to implement new software or systems and take responsibility for the design of training programs and material related to those projects.
- Respond to questions and requests for assistance from all members of the firm regarding how to use particular features of the firm's technology.
- Deliver lunch/evening workshops and one-to-one coaching in both technical and soft skills.
- Facilitate meetings, focus groups, seminars and classroom training.
- Update and maintain the training curriculum to meet the business needs of the firm.
- Work independently and consult with the training team and other departments as needed to accomplish all tasks.
- Develop on-line training courses and self-study exercises as required to supplement classroom training.
- Assess individual training needs and learning style and assist Human Resources and departmental managers to develop appropriate training strategy and evaluation.

- Collaborate with members of the Information Services department to identify training opportunities related to the firm's technology
- Assist in the planning and coordination of management professional development events.

## ATTRIBUTES & EXPERIENCE

- Post-secondary education with a focus on adult education, training or a related program.
- 5 plus years' experience in adult training and education (both technical and non-technical).
- Sound knowledge/understanding of training concepts, methodologies and techniques associated with adult learning and education.
- Previous working experience in a law or professional services firm is required.
- Excellent knowledge and experience with Outlook, Word, Excel and PowerPoint and document management systems.
- Ability to learn new technology quickly and apply knowledge.
- Excellent communication (written and oral) and presentation skills; ability to interact effectively with individuals at all levels within the organization with tact and diplomacy.
- Sound judgment including the ability to deal with confidential information with utmost discretion.
- Exceptional client service skills with a proven track record of 'going above and beyond' to service clients.
- Strong interpersonal skills with a proven ability to work in a team environment, as well as independently.
- Strong organizational, attention to detail, and time management skills to effectively prioritize and meet deadlines in a high pressured environment.

### **HOW TO APPLY:**

Please address your resume and cover letter, stating your salary expectations to Firm Admin Recruiting ([firmadminrecruiting@torys.com](mailto:firmadminrecruiting@torys.com))

We thank all applicants for their interest in Torys LLP; however only candidates selected for an interview will be contacted

*We foster an inclusive and accessible environment and are committed to providing support to applicants and firm members with disabilities. If you require accommodation at any time during the recruitment process, please contact [Malinda Dunfield](#), Manager, Human Resources.*