

Position Title: Director of Training and Member Services

Reports To: League Insurance CEO, with additional responsibility to League COO for League activities

Position Type: Full-Time, Exempt

Position Summary

The Director of Training and Member Services leads the efforts of the League of Wisconsin Municipalities (“League”) and League Insurance to develop, deliver, and enhance training and education programs for municipal officials. The position also provides broad member services to League and League Insurance clients, including risk management and insurance services, ensuring municipalities have the tools and support needed to thrive.

Duties and Responsibilities

The following duties and responsibilities are considered essential functions of the job.

A. Training and Education (Primary Responsibilities)

1. Program Development and Delivery

- a. Design, implement, and evaluate training programs for Wisconsin city and village officials on topics such as municipal governance, budgeting, land use, public safety, and risk management.
- b. Oversee both in-person and virtual training formats, including workshops, webinars, conferences, and on-demand learning through a learning management system (LMS).
- c. Work with subject matter experts and consultants to deliver high-quality educational content.

2. Conference Programming

- a. Plan and execute educational sessions for the League’s Spring and Fall conferences and other major events, including speaker selection, program logistics, and participant feedback.
- b. Collaborate with staff to integrate training content into broader organizational initiatives.
- c. Create and maintain evaluation tools of League training to measure effectiveness and reach.

3. Resource Development

- a. Create and maintain written and digital resources, such as guides, toolkits, and online training modules, tailored to the needs of municipal officials.
- b. Stay informed about emerging trends and policy changes to ensure training remains relevant and impactful.

4. Partnerships and Outreach

- a. Build relationships with educational institutions, government agencies, professional associations, and other organizations to expand training opportunities.
- b. Represent the League at regional and national meetings to identify best practices and innovative ideas for municipal education.

B. Member Services (Secondary Duties)

1. Risk Management and Insurance Support

- a. Serve as a resource to members on risk management strategies and municipal insurance services.
- b. Collaborate with the League's insurance partners to develop and promote programs that reduce liability and enhance member access to quality insurance coverage.

2. Member Engagement

- a. Serve as a resource for members seeking assistance or information on municipal governance training opportunities.
- b. Coordinate with League staff to address inquiries and connect members to relevant resources.
- c. Develop and maintain a member onboarding process for new League and League Insurance members.

3. Program Support

- a. Contribute to the development of member-focused initiatives, including publications, advocacy campaigns, and networking events. Curate and contribute to The Municipality magazine monthly.
- b. Support League Insurance efforts to recruit and retain insured members through exceptional service and innovative offerings.

4. Survey and Feedback

- a. Conduct regular surveys and engage with members to assess training needs and satisfaction with League and League Insurance services.

Qualifications and Skills

The following requirements are necessary to perform the essential functions of the job; the skills must be demonstrated in prior experience.

- Bachelor's degree in business, public administration, education, human resources, risk management, or a related field is required; Master's degree preferred.
- Minimum of 5 years of experience in training, education, or risk management, preferably with a focus on local government.
- Strong project management and organizational skills, with the ability to manage multiple initiatives simultaneously.
- Excellent written and verbal communication skills.
- Proficiency in modern technology platforms for online training, webinars, and content management.
- Demonstrated ability to build and maintain effective partnerships and working relationships.
- Commitment to serving Wisconsin's cities and villages and an understanding of their unique challenges and opportunities.

Supervision

This position reports to the League Insurance Chief Executive Officer. The position will also be responsible to the Chief Operating Officer of the League for initiatives that directly impact the League. The position supervises the Public Safety Specialist of League Insurance. As education and training services of the League and League Insurance expand, the position will oversee additional communications and member services as needed.

Physical Demands and Working Environment

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Normal office environment. Partial remote work environment available. Position requires travel to third-party locations for meetings or special events.

Physical: Incumbents require sufficient mobility to work in an office setting and operate office equipment. Ability to set up displays and conference areas for presentations and set up and break down booths in conference settings by oneself. Ability to lift up to 20 pounds.

Vision: Vision sufficient to read small print, computer screens and other printed documents.