



## POSITION DESCRIPTION

**TITLE:** Training Content Creator

**DEPT:** Client Success

**FLSA:** Full Time – Hybrid/Remote Options Available

**DATE:** September 3, 2024

**REPORTS TO:** Director of Marketing & Director of Client Success

**SALARY GRADE:** TBD

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**WHO IS RAVING:** Raving is the most experienced full-service resource for the gaming & hospitality industry. Raving produces numerous educational conferences and publications including Raving NEXT: Indian Gaming Strategic Operations & Leadership Conference, Casino Marketing & Technology Conference, Host Player Development Conference and *Tribal Gaming & Hospitality Magazine*. The company partners with casinos and gaming companies worldwide to strategically improve overall operations and profitability.

**OUR PHILOSOPHY:** As a native-owned, woman-led business and thought leader in Indian Gaming, we strive to enrich the lives of those we work with by being future focused and innovative. Through sharing our experience, we strive to educate our partners to become better operators, leaders, and community members. We believe in the potential of others and that building sustainable relationships makes us all better. We're a small but mighty team and refuse to take ourselves too seriously. Teamwork, trust, and the knowledge that our company provides a service unmatched in the industry makes us unique and passionate about what we do.

**POSITION OVERVIEW:** We are seeking a skilled and creative Training Content Creator to join our team. This individual will be responsible for designing, developing, and maintaining training materials for both onsite and online training applications. The ideal candidate will possess strong multimedia skills and experience working with various platforms to create engaging and effective training content. You will collaborate closely with onsite trainers to ensure that training materials are up-to-date and aligned with our learning objectives.

### KEY RESPONSIBILITIES:

#### Content Development:

- Design, create, and update training materials including manuals, e-learning modules, videos, presentations, and other multimedia resources.
- Develop engaging and interactive content that caters to various learning styles and needs.
- Ensure all training materials are accurate, clear, and aligned with organizational goals and standards.

#### Collaboration:

- Work closely with onsite trainers and subject matter experts (SMEs) to gather content requirements and insights.
- Collaborate with the team to integrate feedback and continuously improve training materials.
- Provide support and guidance to onsite trainers on the use of training materials and multimedia tools.
- May perform or assist with onsite or remote training engagements as required.

#### Platform Management:

- Utilize multimedia platforms and tools to create and deliver training content for both in-person and virtual environments.
- Manage and maintain training content on various Learning Management Systems (LMS) and other relevant platforms.
- Use project management tools like Monday.com to track progress and manage content development workflows.

#### Technical Skills and Tools:

- Leverage technology and software to enhance training delivery, including video editing software, graphic design tools, and e-learning authoring tools.
- Stay up-to-date with the latest trends and technologies in training and development.

**Event and Team Support:**

- Support speakers at our annual conference (January and July) by collecting, formatting, and proofing all speaker content with additional onsite speaker and AV support.
- Proofing support for all team members – may include online articles, marketing copy, sales proposals or other projects as assigned.
- Support for administrative and marketing projects as assigned – may include training material samples or graphics, social media support, file management, or other tasks as assigned.

**POSITION REQUIREMENTS** (*objective educational or technical training required; skills; and years of experience*):

**1. Education:**

- Bachelor's degree in Education, Instructional Design, Communication, Multimedia Arts, or a related field.
- Advanced certifications in instructional design or multimedia production are a plus.

**2. Experience:**

- 3+ years of experience in creating training content and materials for onsite and online training applications.
- Proven experience working with multimedia platforms and tools.
- Experience in casino and hotel operations a plus.

**3. Technical Abilities:**

- Proficiency with multimedia creation tools such as Adobe Creative Suite (Photoshop, Illustrator, Premiere Pro), Articulate Storyline, Camtasia, or similar software.
- Experience with Learning Management Systems (LMS) such as Moodle, Blackboard, or TalentLMS.
- Familiarity with project management software, particularly Monday.com
- Proficiency in CRM platforms like HubSpot for tracking training-related metrics and analytics.
- Proficiency in Microsoft Office Suite

**4. Skills:**

- Strong written and verbal communication skills.
- Strong proofing, formatting and editing skills.
- Ability to create engaging and instructional content that meets the needs of diverse audiences.
- Excellent organizational and time-management skills with the ability to manage multiple projects simultaneously.
- Attention to detail and a commitment to producing high-quality materials.

**5. Other Requirements:**

- Ability to work independently and as part of a team.
- Strong problem-solving skills and the ability to adapt to changing priorities.
- Experience with virtual training tools and platforms, such as Zoom or Microsoft Teams.
- Must have valid Nevada license.
- Must be (18 or 21) years of age.
- Must be able to pass and remain in compliance with a Tribal Gaming background check and drug-free workplace policies
- Ability to work weekends, holidays, and evening hours as business demands

**6. Preferred Qualifications:**

- Experience with e-learning platforms and courseware integration.
- Knowledge of instructional design models and theories (e.g., ADDIE, SAM).
- Familiarity with analytics tools to assess the effectiveness of training materials.

**BENEFITS:**

- Competitive salary and benefits package.
- Opportunities for professional development and continuing education.
- Flexible work arrangements and a supportive work environment.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the types of duties and knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Promote a progressive and fun workplace where respect, honesty, innovation, fearlessness, candor, trustworthiness, knowledge, integrity learning, loyalty, synergy and giving are center stage.
- Promote a clean, safe, and healthy work environment for our team and clients who will report safety issues to their supervisor immediately.
- Ability to maintain effective working relationships with team, partners, clients and the public.
- Represent Raving professionally and positively on the telephone and in person.
- Works with senior management in preparing written and verbal communications as assigned.

**SERVICE STANDARDS:**

Must be able to incorporate Raving Service Strategy into daily operations by demonstrating the following standards while performing the requirements of the job:

- Smile & Greet
- Name & Meet
- Listen & Act
- Make Their Day
- Ask & Sell
- Thank You & Goodbye

**LANGUAGE SKILLS**

Read and interpret documents. Skilled in effectively, communicating information through verbal and written correspondence to managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Have the ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

To apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving a few concrete variables in standardized situations. Skills in solving practical problems and dealing with situations where only limited standardization exists. Skill in identifying and resolving administrative problems under pressure conditions.

**AUTHORITY & RESTRICTIONS** (*supervisory capacity, signatory ability, access to sensitive areas, gaming /tipping restrictions*)

- This position does not have supervisory responsibility.
- Maintain confidentiality and discretion in all areas, including the dissemination of trade secrets, planning and promotional procedures, and customer information files
- Access to sensitive client information and computer processes.
- All team members are prohibited from participating in promotional awards, giveaways, drawings, tournaments or special events, except those specified.

**PHYSICAL DEMANDS/WORK ENVIRONMENT** *(the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential job functions):*

While performing duties of this position, employee is required to stand for extended periods, and frequently walk, and use hands to; finger, handle, or feel objects, tools, or controls. Occasionally sit. Must be able to lift 20 pounds with occasional lifting of more than 35 pounds, assisted. Ability to manage stress appropriately, make decisions under pressure, manage anger, fear, hostility and violence of others appropriately. The position requires the ability to process information using computer methods and technology, at times for more than 50% of the work time.

**TRAVEL REQUIREMENTS**

Travel is occasionally required, typically two to four times per year, with trips generally lasting less than one week.

**TRIBAL PREFERENCE**

“Tribal preference is given in compliance with the Indian Self-Determination and Education Assistance Act (25 U.S.C Section 450 e (B))”

**This description of duties, responsibilities and requirements is a summary, and is not intended to include all that may be assigned or required. I hereby acknowledge I have read and understand the above presented position description. I am in receipt of our employment guidebook and understand my obligation to read and understand its contents:**

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Employee Name (Please Print)

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Employee Signature	Date
Manager	Date