

Ideal Candidate Profile

Learning Manager



C12HQ Overview

C12 is the largest peer-learning organization for Christian CEOs, business owners, and executives and a leader in the marketplace ministry movement. Founded in 1992, C12 operates Business Forums around the globe. Structured as a franchisor, we support more than 240 full-time Chairs who operate hundreds of Forums representing 4,600+ dues-paying members. Our HQ team provides systems, tools, curriculum, group formats, marketing, training, accountability, and execution support for the Chairs and Members.

C12 members participate in monthly meetings with peers for leadership development, accountability, wise counsel, and best practices to lead Businesses as a Ministry (BaaM). The content we provide equips them to achieve measurable results in the five core areas of business: organizational development, operations, financial management, revenue generation, and ministry, all anchored around a Christ-honoring cultural paradigm (mission/vision/values).

Located in over 160 major metro areas across the United States, Brazil, Malaysia, Singapore, Taiwan, Ukraine, and South Africa, C12 has a vision to scale to every major metro area in the US and across 6 continents globally. The scaling of the C12 mission requires incredibly talented and committed team members bringing a full “5C” (character, competency, calling, contribution and chemistry) readiness to be part of this endeavor.

For more information, visit www.c12forums.com.

Our Mission

We equip Christian CEOs and owners to build great businesses for a greater purpose.

Our Vision

To change the world by advancing the gospel in the marketplace.

Our Values

Our mission compels us to do all things in a replicating way where we are fostering disciple-making disciples of Jesus in the marketplace. Our core values shape how we behave and go about fulfilling our mission and the accountability parameters around innovation and execution.

Results Matter: God measures results, and so should we.

Gratitude: We embrace our calling in light of God’s grace with thanksgiving.

Pressing On: We operate with a zeal for God’s best in all things, never settling, coasting, or quitting.

Camaraderie: We joyfully serve as a cadre, embracing God’s call to unity in Christ.

Humility: We desire God’s best and are always open to learning and correction.

Bema Mindset: We operate as stewards with eternal accountability in everything.

Additionally, within C12HQ, we embody the pursuit of **Buffalo Culture**, which undergirds C12's core values and mission. You can read more about the "culture code" at www.BuffaloCulture.com.

The Position

Job Summary The Learning Manager is responsible for creating, directing, and refining training strategies that equip C12 Chairs with impactful, high-quality content. This role oversees the entire Chair training lifecycle, from strategy development and content creation to delivery and evaluation, ensuring consistency, excellence, and alignment with C12's mission. In addition to leading content production for Chair Training, the Learning Manager coordinates large-scale in-person training events, facilitates development sprints for new initiatives, and supports and coaches training facilitators and content creators within the team.

This position will report directly to the Director of Field and serves internal customers (C12 Chairs) as an extension of and support to the Field Operations team.

The position is an on site role based at C12 Global Headquarters in San Antonio, TX, with an anticipated travel requirement of 5%-10%.

Outcomes and Activities:

In addition to sharing end-to-end training content creation responsibilities with the Training Content Specialist, the Learning Manager has these additional primary responsibilities. 1. Strategy and Program Development

- Chair Training Strategy: Develop and implement an overarching training strategy, including the scope, sequence, and materials for New Chair Training and international Chair programs.

- Development Sprints: Plan and facilitate Development Sprints for new training initiatives, guiding ideation, discussion, and ranking processes to produce actionable outputs.

- International Training Programs: Design training for international C12 Chairs and oversee the creation of Train-the-Trainer programs for International Principal Chairs. 2. Event

Programming

- Program Direction and Production: Serve as program director for two major in-person Chair Training events annually, overseeing planning, content, logistics, and execution.

- Guest Speaker Coordination: Vet, contract, and manage guest speakers and facilitators for in-person training events, ensuring alignment with C12's standards and mission. 3.

Content Leadership and Team Collaboration

- Content Project Management: Act as the primary project manager for all Chair training content, coordinating with internal and external SMEs to source material and guide content creation.

- **SME Network Development:** Build and maintain a network of SMEs, conducting interviews and incorporating their expertise into training resources.
- **Team Oversight and Coaching:** Provide direction, oversight, coaching, and development to the Training Content Specialist and any project-based training collaborators. Success in this Role:

Success in this role involves the consistent delivery of strategically aligned, impactful, and engaging training experiences that meet the evolving needs of C12 Chairs. The Learning Manager will be expected to manage large-scale events and complex training projects while maintaining a strong, collaborative team environment. A successful Learning Manager demonstrates the ability to inspire and guide the training team and collaborators, adapt to feedback, and produce measurable improvements in training outcomes.

Position Requirements:

The ideal candidate will bring an aptitude to manage simultaneous projects in various formats and the ability to coordinate projects alongside a team of individuals performing various functions within the organization's headquarters and in the field. Additionally, they would possess:

- 5+ years of experience Developing, planing, and implementing comprehensive training strategies and programs using diverse methods like e-learning, workshops, and field training.
- Create and manage a multi-faceted training program that implements strategy and long-term vision to accomplish training needs throughout our network.
- Oversee, and manage the training budget.
- Assess the impact of the training programs that are executed by determining participant satisfaction and efficacy of programs to create positive business outcomes.
- Work with various stakeholder, and SME's to develop and create training assets and program strategy to meet the growing demands and needs of our Chair Cadre.
- Stay up to date on trends, and techniques in the L&D world to include implementation of AI tools to enhance the training and development of our Chairs.

Preferred Qualifications:

- 5+ years of L&D development and leadership in a corporate setting.

What C12 offers employees

At C12HQ, we believe our people are our greatest asset. Our mission hinges on how we take care of one another and work effectively within the business together. We offer all employees a comprehensive total rewards program that goes beyond a paycheck that include:

- Competitive compensation

- Health Plan with Health Savings Account (HSA)
- Group Life and AD&D coverage
- Disability Insurance
- 401(k) retirement plan and match
- Responsible Personal Time Off (RPTO), maternity/foster/adoption time off
- Discretionary Profit Sharing incentive plan for all employees
- Fitness Subsidy
- Personal and professional development resources
- Tuition Discount
- Chaplain Support
- Charitable Contribution match