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As an eLearning Rider Content Specialist/Content Creator/Instructional Designer in our Regional Rider Management team, you will work closely with the Rider Training & Quality team to develop engaging and effective learning content for our heroes (that's what we call our riders!). Your primary responsibility will be designing, developing, and implementing eLearning courses and materials that effectively train our riders and help them achieve stellar performance levels. Your work will have a direct impact on improving rider performance and quality, which ultimately leads to delivering delightful experiences for our customers, vendors, and other stakeholders.

Responsibilities:

Collaborate with the Rider Training & Quality team, subject matter experts, and other stakeholders to identify learning needs and create engaging, interactive eLearning content tailored to the needs of our riders.

Develop instructional materials, including course outlines, storyboards, scripts, assessments, and interactive multimedia elements.

Utilize eLearning authoring tools and learning management systems (LMS) to create, publish, and maintain courses.

Ensure that all eLearning content aligns with company brand guidelines, instructional design principles, and accessibility standards.

Monitor the effectiveness of eLearning content by analyzing learner feedback, performance data, and other relevant metrics.

Continuously improve and update eLearning materials based on feedback, new information, and changing business needs.

Requirements:

Bachelor's degree in Instructional Design, Educational Technology, or a related field.

3-5 years of experience in eLearning content creation and instructional design, preferably in the food/grocery tech industry or with experience in training blue-collar workers.

Proficiency in eLearning authoring tools, such as Articulate Storyline or Adobe Captivate, and experience with learning management systems (LMS).

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