

Operations Services & Delivery (Training Management):

The Office of Operations Services & Delivery (Training Management) is responsible for the efficient and effective delivery of open enrollment and onsite training nationwide. Our goal is to provide and sustain a culture of exceptional customer service that meets the educational and business needs of those we serve. Staff within the Training Management Department strive every day to ensure a welcoming learning environment for our students and Instructors. We provide delivery support annually for more than 2,000 training classes, 35,000 students and 400 Instructors.

Serving our large pool of Instructors is one of our main priorities. Our support to Instructors include the following:

- Assisting Curriculum Directors with instructor scheduling
- Issuing Instructor Confirmation, travel, and other notices
- Providing administrative and logistical support
- Ordering and shipping course materials and training instruments

Veralee Mundine, Director



Pictured Right to Left:

1st Row: Patrick Joy, Sade Hunte, Nicole Mitchell-White, Veralee Mundine, Kim Somerville, Bryant Hines, Pauline Dornford

2nd Row: Raymond Kemmerer, Lorri Davis, Carletta Leftwich, Kim Trice, Renee White, Jackie Elliott, Terrell Better