



Departmental Training Specialist

Category: Classified/Excluded
Pay Grade: C20
Job Code: 20180

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs specialized work performing various subject matter training, instruction, implementation, and coordination of a variety of activities associated with departmental training programs; determines training needs; plans, organizes, and develops training materials, courses, and programs relating to the activities of the assigned department, or group; may write articles for news media, newsletters, and professional publications and for television presentations; may supervise subordinate staff, prepare performance reviews, and recommend hiring and firing; maintains comprehensive records and prepares correspondence and reports related to training activities; coordinates and implements programs with outside agencies and requires considerable technical expertise in the laws, procedures, and practices of the departments.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Supports a specialized court's area by researching changes in laws, analyzing how the changes affect the current procedures, and developing and instructing staff on the new laws, procedures, and policies;
- Coordinates a public education program to assist citizen knowledge of County departments;
- Researches and writes grant applications to expand public education;
- Implements education programs in specialized areas of various County departments;
- Assists in the coordination and training of an extensive volunteer program and presents educational programs to garden clubs, civic, and other organizations and the general public;
- Implements customer services, new hires, specialized cross training, and continuous work-related learning programs;
- Performs performance coaching, consulting, analysis, and assessment and measurement services to promote continual individual and organizational performance improvement;
- Instructs participants in working individually and together in teams to complete skill-development work projects, dressing for the interview and improving work attitude and skills;
- Trains participants in the areas of interviewing skills, completing job applications, formatting a professional resume, composing a cover letter, and basic word processing;
- Trains employees and external customers in various department operations (i.e., dealers, lenders, etc.), in tag/title operations, provides onsite-skills-enhancement training, participates in training task forces, and improves and updates training materials to reflect changes in office policies, DMV Procedures, and Florida Statutes;
- Creates and maintains procedural manuals, observes current procedures, and updates manuals accordingly;
- Manages and assists with testing of updates to software or programs and ensures any issues are reported;
- Completes various reports and documents as needed;
- Acts on various committees as needed;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Three (3) years of experience conducting employee training or specialized subject matter education programs in a related field; or an Associate's degree and one (1) year of experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of methods and techniques of employee training and principles of course development and skill in designing training programs to meet needs of department employees or other target audiences;
- Knowledge of departmental operations, equipment, materials, and process;
- Knowledge of laws, rules, procedures, and practices relating to court records;
- Knowledge of horticulture, garden supply, or nursery work and methods of prevention and control of diseases and insects;
- Knowledge of customer services and performance improvement, interviewing skills, career development, and attitudinal modification.
- Ability to apply computer applications and software;
- Ability to organize and conduct training programs and evaluate program results;
- Ability to develop visual aids and other instructional materials to meet specific training needs;
- Ability to communicate clearly and concisely, orally and in writing;
- Ability to develop and maintain effective working relationships with vendors, manufacturers, employees, and the general public.

PHYSICAL/MENTAL DEMANDS

This work requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.