



Training Coordinator

Category: Classified
Pay Grade: C23
Job Code: 01471

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

This is professional, technical and administrative work in the development, delivery and coordination of training programs. The incumbent assesses training needs, develops and maintains the training curriculum by planning, organizing and developing training objectives, courses, materials, and metrics and reports to departments. Work includes responsibility for materials, oversight and implementation of training programs and their outcomes. Leads organizational change efforts by managing the people side of change including; changes to business processes, systems and technology, job roles and organization structures. Facilitates the development of actionable and targeted change management plans – including communication plans. Work is performed with considerable independent judgment and initiative. The position reports to the department director or designee.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Develops training plans, objectives, goals, metrics and reports to department managers;
- Applies various facilitation techniques, adult learning methodologies while continuously assessing the effectiveness of training;
- Delivers training and orients employees on software applications and asset management methodologies;
- Collaborates with department staff to align and incorporate program updates with training plans;
- Advises and assists various department training specialists with execution of department-level training plans;
- Applies a structured change management approach and methodology for the people side of change;
- Identifies potential change management risks and anticipated points of resistance and develops specific plans to mitigate or address the concerns;
- Develops and maintains training curriculum and associated materials; coordinates and maintains training schedules;
- Conducts skills gap assessment and identifies training needs;
- Creates and manages measurement systems to track adoption, utilization, and proficiency of individual changes;
- Interacts with stakeholders at various organizational levels and assist in determining skill gaps, training needs and training effectiveness;
- Implements education programs in specialized areas of various County departments;
- Delivers performance coaching, consulting, analysis, assessment and measurement services to promote continual individual and organizational performance improvement;
- 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:

Five (5) years of experience conducting employee training or specialized subject matter education programs in a related field; or a bachelor's degree and one (1) year of experience as described above; or an associate's degree and three (3) years 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;
- Knowledge 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;
- Skilled in communicating effectively and concisely, orally and in writing;
- Ability to apply and instruct on computer applications and software;
- Ability to organize and conduct training programs and evaluate program results;
- Ability to plan, organize and coordinate the work of others;
- 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 analyze and solve administrative problems and to render advice and assistance;
- 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.

WORKING CONDITIONS

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