

CLASS TITLE: TRAINING AND DEVELOPMENT SPECIALIST

PURPOSE OF THE CLASSIFICATION: Under general direction is responsible for the design, development, evaluation, and administration of training programs including but not limited to progression and career paths, management, supervisory and professional level training programs; and other related assigned duties.

ESSENTIAL TASKS:

- Conducts training needs analysis to plan training and career development programs to effectively meet training needs that align with short and long-term strategies for organizational development at all levels of the organization
- Evaluates and analyzes plans and activities for project and program effectiveness making changes as needed to improve future results and maintain up-to-date, relevant and accurate training programs and materials
- Develops, coordinates, schedules, delivers, and administers training events and instructional programs, including Train the Trainer instruction and e-learning options
- Prepares proposals for new training projects; assists in the design and development of surveys and questionnaires
- Develops outside resources including grant opportunities and local partnerships to expand the Citywide Training Program capability
- Creates training materials using a variety of mediums including video, audio, printed, and graphics
- Assists in the development and implementation of training on policies and procedures
- Prepares a variety of reports and other written materials related to the organizational development, other HR programs and other special projects
- Performs career development counseling for employees
- Assists in the coordination, design, and development of the training catalogue and accompanying marketing campaign, as well as distributes marketing materials.
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in business or public administration, communications, a social or behavioral science or a related field, and three (3) years of progressively responsible experience in training and development or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the current principles and practices of employee development and training methods and procedures; good knowledge of work methods involved in the operation of City departments, and knowledge of video production techniques. Ability to develop innovative, practical approaches to unique problems in responding to the needs of the organization; ability to design, develop, conduct, and facilitate training workshops; ability to gather, assimilate, and analyze information; ability to perform complex research and statistical analysis on effectiveness of employee training programs; ability to work with frequent interruptions and changes in priorities; ability to deliver training; ability to facilitate groups; ability to organize, develop and present effective audio/visual aided training programs; ability to present ideas clearly and concisely both verbally and in writing; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding. Skill in handling multiple tasks, prioritizing, data analysis, and problem solving; skill in the operation of audio-visual equipment.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting, carrying, pushing, and pulling up to 20 pounds; occasional lifting and carrying in excess of 20 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Page 2 (continued from Training and Development Specialist)

Licenses and Certificates: None required. PHR certification preferred.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; and requires some travel to various City locations to conduct training sessions.

Class Code:

EEO Code: N-03

Pay Code: AT-36

Group: Clerical and Administrative

Series: Clerical and Administrative

Effective Date: January 23, 2019