

Training Specialist II

DEFINITION

This is a professional position with a focus on development, implementation and evaluation of training programs and/or educational programs/projects for the purpose of educating employees and/or the general public.

Incumbents of this classification take on a Program or Project Manager role either leading a program/project team and/or directing external consultants to develop, design, implement, and evaluate the educational program. Some positions are project oriented while others are on a permanent basis. Liaison with civic departments, government agencies and other stakeholders is expected when determining, assessing, recommending and evaluating the educational/training programs.

Work is performed under limited supervision and is monitored through consultation and program evaluation. Independence of action and judgement is expected when determining program requirements, managing program evaluation and updating program delivery.

TYPICAL DUTIES *

Works with Branch or Department management to identify the education needed to be presented to the end user.

Acts as a resource and works effectively with staff and management team to provide professional education/training.

Provides leadership/direction to a program/project team and/or external consultants to ensure the final product meets the objective of the program.

Prepares requests for proposal for training and/or educational needs, evaluates contracts and services to ensure deliverables are met.

Negotiates and administers a variety of agreements and contracts; evaluates contracts and services to ensure provisions are met.

Evaluates and conducts needs assessments for future training/educational programs to determine if courses need to be altered or added.

Develops evaluation and feedback procedures on existing training/educational programs to ensure up-to-date information is being presented and that the objectives are being met.

Conducts environmental scans and researches on new training/educational techniques, software, and hardware to benchmark current program and possibly make recommendations to management for improvement.

Perform related work as required.

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KNOWLEDGE, ABILITIES AND SKILLS

- Extensive knowledge of educational principles, techniques and practices.
- Excellent written and verbal communication skills.
- Knowledge of program coordination and management including planning, contracting and budgeting.
- Knowledge of the principles and practices of leadership, motivation, team building and conflict resolution.
- Extensive knowledge of program/project management and writing requests for proposals.
- Ability to utilize Project Management tools and techniques.
- Ability to establish working relations with internal and external stakeholders.
- Ability to negotiate and manage a variety of contracts.
- Ability to set goals, monitor progress and adjust resources to accomplish objectives.

TRAINING AND EXPERIENCE REQUIREMENTS

- University Degree in Education, Communication or a discipline as required by area of specialization.
- A minimum of five (5) years related experience in educational/training program creation, maintenance and evaluation, along with two (2) years of Project Management.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	2138			

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