

TRAINING & ORGANIZATIONAL DEVELOPMENT SPECIALIST

DEFINITION & DISTINGUISHING CHARACTERISTICS

Definition:

Under general direction, plans, designs, organizes, develops, and participates in the establishment and maintenance of the County's training and organizational development program.

Distinguishing Characteristics:

This single position class is responsible for the oversight of the County's training and organizational development program, and is distinguished by the level of responsibility assumed, complexity of duties assigned, independence of action taken, and the degree of expertise required to perform the wide variety of functions assigned to this position.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Determines Countywide and departmental training needs through consultation and evaluation of requests; recommends training programs, and other interventions to meet requirements.
- Plans, designs, coordinates, presents and/or facilitates employee training, orientation, education, and employee staff development programs; evaluates the effectiveness of training programs.
- Assists departments in the assessment of staff training and learning needs; consults with and advises departmental managers in formulating training plans and requests for special training programs, and provides instruction to all levels of the organization.
- Researches, analyzes, and evaluates the County's training and development programs and plans as related to current practices, legislation, employee surveys, and fulfillment of organizational needs; collect data, and identify potential solutions.
- Schedules and conducts training to instruct management and supervisory personnel in training methods and techniques (train the trainer in presentation skills).
- Formulates, recommends, and delivers County-wide training policies and procedures.
- Provides career counseling activities for employees of the County; gives guidance and advice to employees about course and curriculum content choices in relation to job relevance, career development and upward mobility.
- Provides pre- and post- training assessment through focus groups, surveys, and individual interviews; provide recommendations based on data collected.
- Prepares training and orientation aides, handbooks, manuals, course outlines, and other training materials; reviews potential training assistance from outside specialists and available audio-visual training aids and recommends selection of such services.
- Coordinates the work of consultants; assists in the preparation of requests for proposals, reviews bids, interviews consultants, communicates expectations and priorities, monitors outcomes; negotiates contracts.
- Oversees the administration of the County Tuition Reimbursement Program.
- Builds and maintains positive working relationships with co-workers, other County employees and managers, and the community utilizing accepted principles of effective customer service.

- Maintains awareness of and participation in external professional environment and resources to ensure the highest level of professional standards are applied to service delivery within the County's Personnel Department.
- Collaborates effectively as liaison between schools, other governmental training agencies, and County departments.
- Develops and conducts on-going training to meet the needs of County employees and work programs.
- Keeps informed on current training trends, literature, methods, and techniques and available audio-visual materials.
- Advises and recommends organizational development strategies and techniques to County senior management.
- Represents the County in meetings with representatives of governmental agencies, professional and business organizations, and the public.
- Participates as a cooperative, positive, and motivational team member in the training, strategic planning, and analysis of training and organizational development.
- Compiles and maintain statistical data and reports.
- Maintains records and compiles and prepares reports and correspondence as necessary.
- Maintain regular attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs related work as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

Where college degrees and/or college course credits are required, degrees and college units must be obtained from an accredited college or university. Courses from non-accredited institutions will not be evaluated for this requirement.

Education:

Equivalent to graduation from a four-year (4) college or university with major coursework in organizational development, business, management, human resource management, career development, adult education, communications, public administration or a closely related field

-and-

Experience:

Four (4) years of professional level experience in planning and conducting employee development training programs including supervisory and management development training, at least one (1) year of which must have included responsibility for training trainers and developing new training programs.

Other Requirements:

Must possess and maintain a valid driver's license.

NOTE: The above qualifications are typically accepted ways of obtaining the required knowledge, skills and abilities.

Knowledge of:

- Principles and practices of adult learning theories, training and development, and training design and their successful application within the workplace environment.
- Human relations and behavioral science methodologies and how they relate to adult learning and training.
- The nature of the learning process.
- Teaching skills, principles, and methods used in conducting training courses.
- Principles, methods, and techniques of course development and facilitation.
- Current and significant literature in the field of employee training and career development.
- Principles and techniques of effective employee supervision.
- Current technologies used in training activities, such as audio-visual aids, software programs, demonstration models, and reference materials.
- Principles and practices of public administration, communication processes, group dynamics, meeting facilitation, mediation, conflict resolution, and personnel management.
- Proper English usage, spelling, grammar, and punctuation.

Skill in:

- Planning, organizing, and conducting training courses and programs.
- Identifying and training various trainers and evaluating training results.
- Designing and implementing programs to meet employee and organizational training needs.
- Negotiating contracts and agreements

Ability to:

- Analyze work situations and determine valid training needs.
- Articulate effectively to large and small groups of people while training or facilitating.
- Communicate competently and effectively as appropriate for the needs of the audience.
- Analyze, interpret, apply and explain complex laws, rules and regulations.
- Develop training manuals, handbooks, lesson plans, and demonstrate models.
- Develop visual aids and other instructional materials to meet specific training needs.
- Apply the principles and practices of motivation, team building and conflict resolution.
- Set priorities and meet deadlines in a timely manner.
- Establish and maintain effective working relationships with County departments, educational institutions, vendors, government agencies, and other external contacts.

ENVIRONMENTAL CONDITIONS/PHYSICAL DEMANDS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Work is primarily performed indoors in a standard office setting performing repetitive or fatiguing duties.

Physical:

Primary functions require sufficient physical ability to work in an office setting and operate office equipment; vision in the normal visual range with or without correction sufficient to read computer screens and printed documents; hear in the normal audio range with or without correction. **Frequent** standing, sitting; wrist and arm motions and upward/downward flexion of neck; fine finger dexterity of both hands, ability to grasp and hold; lifting, carrying or pushing objects that weigh up to 15 lbs. **Occasional** walking, bending and reaching; lifting, carrying or pushing objects that weigh 16 – 40 lbs. **Infrequent** climbing; lifting, carrying or pushing objects that weigh more than 40 lbs.

HISTORY

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