

TRAINING COORDINATOR (UC)

DEFINITION

Under general direction, develops and implements a comprehensive City wide training program including coordinating the City's training regarding quality service improvement efforts.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Designs, develops, presents, and evaluates training programs and classes on various topics, including the City's total quality management program; devises long term training program goals and strategies for meeting program objectives; conducts needs analyses to determine potential subject areas for training programs; develops class schedules, arranges for instructors, and oversees the class registration process; researches and analyzes training programs, literature, visual media and other training materials available on the market or offered by other agencies and assists in customizing them to meet City specifications; designs and develops training programs and classes which include writing or selecting program components, exercises, visual media and written material; presents or facilitates training programs and meetings; monitors class attendance and reviews class evaluations; analyzes training effectiveness and return on investment; monitors transference of skills to the workplace; develops and monitors training budget; develops promotional materials and press releases; coordinates City tuition reimbursement program; may assist managers in facilitating organizational development efforts such as teambuilding exercises; prepares comprehensive reports and proposals; performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

The incumbent in this single position class works with considerable independence coordinating a City wide training program.

RECOMMENDED MINIMUM QUALIFICATIONS

Three years of professional experience in training, education, personnel administration or related field. A degree from a four-year college in education, organizational development, psychology or in a related field may be used in combination with experience to meet the following desired knowledge and abilities.

Knowledge of: principles of adult education and adult learning theories; objectives and organization of training programs; organization development theories and topics, including group dynamics, team building, organizational change and total quality management; organizational functions, processes and types of work found in local government; and techniques for making effective presentations.

Ability to: design, develop, and deliver formal presentations and training programs; identify and research pertinent topics for training; conduct needs analyses, exercise creativity and resourcefulness in designing programs which meet City training needs; gather, analyze and evaluate data; evaluate and analyze training program effectiveness; prepare comprehensive reports and proposals; express ideas concisely and effectively orally and in writing; establish and maintain effective working relationships with others.

#### DESIRABLE CHARACTERISTICS

A successful performer combines strong analytical and organizational skills with a sense of creativity and inventiveness to design interesting, informative and cost-effective training programs. This poised, articulate, outgoing individual is committed to providing training with an emphasis on quality service and customer responsiveness.

Class title established per Council Resolution No. 90-063,  
effective 7-1-90

Revised: 8/92, 4/02

ADA approved: 07/02