



## **TRAINING COORDINATOR**

### **CHARACTERISTICS OF WORK:**

This is administrative work involving the planning and implementation of programs related to the manpower and training needs of a large agency, including general orientation. Incumbents establish objectives, standards, and procedures for training programs in addition to conducting training workshops designed to promote staff development. Internal and external contacts are made to coordinate activities, assess training needs, and exchange information. Work is reviewed infrequently for desired results by an administrative superior.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

A Master's Degree from an accredited four-year college or university in Business Administration, Public Administration, Education, Social Work, Psychology, Sociology, or a specialty field related to the functions of the agency;

**AND**

#### **Experience:**

Three (3) years of experience related to the described duties, one (1) year of which must have included responsibility for planning and implementing training programs.

**OR**

#### **Education:**

A Bachelor's Degree from an accredited four-year college or university in Business Administration, Public Administration, Education, Social Work, Psychology, Sociology, or a specialty field related to the functions of the agency;

**AND**

**Experience:**

Four (4) years of experience related to the described duties, one (1) year of which must have included responsibility for planning and implementing training programs.

**Certification**

Incumbent may be required to maintain CPR and TMAB (Techniques for Managing Aggressive Behavior) certification, depending on hiring agency.

**PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Moderate Work:** May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Depth Perception:** Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The incumbent is frequently required to sit; walk; stand; and reach with hands and arms. The incumbent is occasionally required to stoop, kneel, crouch, or bend; and climb or balance.

**COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

**PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

**TECHNICAL COMPETENCIES:**

**Communication:** Shares information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, management, vendors and other entities.. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel. Presents facts, financial documentation, or other information in written and/or oral form. Prepares and edits training manuals, training memoranda, other releases, and other training outlines and materials. Communicates beneficial outcomes of training programs or actions to meet internal and external customer needs. Makes presentations to the public for public relations and information purposes.

**Support Services:** The ability and willingness to assist others by organizing, coordinating, and preparing information and services.

Provides professional assistance to advisory groups established by the agency, division, or department. Provides technical assistance and consultation in developing appropriate training programs for staff members. Provides information on training resources and opportunities. Provides technical assistance to agency training coordinators, participants, and instructors.

**Program Instruction:** Prepares and implements agency training programs.

Assumes responsibility for planning and implementing programs related to manpower and training needs of the agency, division, or department. Organizes and schedules training programs. Assists in the development of new training opportunities in the colleges and universities for manpower needs and training resources.

**Planning and Evaluating:** Organizes work, sets priorities, and determines resource requirements; monitors progress and evaluates outcomes.

Evaluates programs and determines agency training needs. Plans and implements training programs. Coordinates activities and assesses training needs. Coordinates orientation staff development, and in-service training activities. Designs evaluation systems to assess the effectiveness of training programs.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Plans, implements, and monitors training programs of a state agency, division, or department.

2. Evaluates programs and determines agency training needs.
3. Supervises staff activities involved in the planning and implementation of training programs.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Assumes responsibility for planning and implementing programs related to manpower and training needs of the agency, division, or department.

Organizes and schedules training programs.

Provides professional assistance to advisory groups established by the agency, division, or department.

Provides technical assistance and consultation in developing appropriate training programs for staff members.

Assists in defining manpower and training needs and assists designated agencies and organizations in developing methods for meeting these needs.

Provides information on training resources and opportunities.

Assists in the development of new training opportunities in the colleges and universities for manpower needs and training resources.

Stimulates the development of multi-agency and multi-disciplinary training programs, management training programs, continuing education programs, and basic education programs.

Coordinates orientation, staff development, and in-service training activities.

Designs evaluation systems to assess the effectiveness of training programs.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.