



<b>DATE</b>	August 2023
<b>JOB CODE</b>	
<b>FLSA</b>	EXEMPT
<b>EEO</b>	

JOB TITLE: Training Administrator  
DEPARTMENT/DIVISION: Strategic Services  
REPORTS TO: Strategic Services Director

**SUMMARY:** Prepares employees to accomplish job results by helping to provide the tools for professional and personal development through the administration of an organization-wide training program. Ensures availability of relevant training through needs analysis, preparing curriculum, sourcing programs, promoting and overseeing course registration, customizing off-the-shelf training materials, and presenting training programs. Responsible for collaborating with various business units throughout the City organization to develop, implement, and maintain training courses and process-/procedural documentation for training and business continuity purposes including, but not limited to those processes and standard operating procedures that support and advance the City's mission and operational goals as outlined within the respective Strategic Business Plans of each engaged department. Work requires limited supervision and the use of independent judgment and discretion.

**ESSENTIAL JOB FUNCTIONS:**

**Training**

- Identifies and evaluates training needs and effectiveness by analyzing organizational results, job requirements, and current training programs
- Designs, maintains and administers organization-wide training program and assesses the transfer of learned information to job performance
- Manages the city's Learning Management System to assign, track, and record online and in-person training
- Recruits, selects, orients and trains in-house subject matter experts to facilitate training sessions
- Recommends future training and development programs by evaluating trends and current programs based on feedback and return on investment measures
- Works with managers to improve their business units by planning for and facilitating trainings that will address their specific workplace challenges
- Develops new curriculum and updates existing training programs to ensure content is fresh and interesting, supportive of core values, and determines most effective instructional methods.
- Customizes off-the-shelf training materials and reviews options for applicability and possible purchase.
- Facilitates and leads training sessions; coordinates vendor-provided training courses and workshops.
- Processes course registrations, tracks attendance, promotes training opportunities and performs other related administrative functions and activities.
- Identifies and acquires materials and supplies for curriculum development and delivery; ensures appropriate A/V equipment is available for programs, as well as food and beverage support.
- Partners with departments and works with subject matter experts to plan for and develop training programs to address workplace needs.
- Develops a means of measuring, tracking and analyzing the effectiveness of training programs.
- Maintains awareness of legislation impacts; develops and revises training as appropriate.

**Process Documentation**

- Works with internal business units throughout the City organization to obtain an in-depth understanding of their respective documentation requirements.
- Analyzes current processes/practices/policies to determine types of documents needed, such as manuals or quick reference guides.
- Confers with City staff, vendors, or publishers to establish technical specifications and to determine subject material to be developed for internal publication.
- Reviews existing materials and recommends revisions or changes in scope, format, content – including, but not limited to solutions for correcting procedural deficiencies, gaps and omissions – and methods of reproduction and distribution.
- Writes, edits and organizes documentation to create unified and consistent support documents, according to set organizational standards regarding order, grammar, clarity, conciseness, style, terminology, and audience comprehension.
- Edits, standardizes, or makes changes to existing material prepared by other City personnel or external sources (including vendors, etc.).
- Selects photographs, drawings, diagrams, and charts to illustrate material, as appropriate.
- Plans layout, graphical elements, and formatting of documents; then assists with laying out material for publication.
- Ensures that policies and procedures align with regulatory requirements to protect the organization from legal action.
- Produces high-quality documentation (in both physical and electronic forms) that meets City standards and is appropriate for its intended audience.
- Ensures finalized documents are free of typographical, format, and layout errors, while also being easy-to-understand and readily usable by all employees.
- Maintains full accuracy of all documentation, including organized records/files of work and revisions.
- Routes policies and procedures to appropriate parties for approval.
- Maintains an annual schedule of review of policies and procedures, and works with subject matter experts, process owners, and process leaders to ensure timely review.
- Applies project management techniques to ensure efficiency is maintained and deadlines are met.
- Performs other duties as assigned.

**SUPERVISORY/BUDGET RESPONSIBILITIES:**

- None.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of instructional strategies and adult learning theory, practices and methods.
- Knowledge of learning assessment methods.
- Knowledge of group dynamics and human behavior.
- Skill to design and prepare curricula, course material.
- Skill to conduct classroom training, implement and manage web-based training applications, and ensure appropriate documentation is maintained.
- Skill to gather, compile, and report survey results and other statistics related to training.
- Skill to develop and implement curriculum.
- Skill to develop and conduct needs assessments.
- Skill to troubleshoot and resolve LMS user and system issues
- Skilled in Microsoft® Office suite.

- Ability to maintain sensitive and confidential information.
  - Ability to build rapport with all types of people in a professional, relational and empathetic way.
  - Ability to work in a team environment; contribute as a team member and treat coworkers, subordinates and customers with respect.
  - Ability to build professional relationships with internal staff, vendors, and partners
  - Ability to create, assimilate, and convey potentially complex material in a concise and effective manner.-
  - Must possess excellent interpersonal skills.
  - Must possess excellent written and oral communication skills and be able to express ideas clearly, concisely and logically.
  - Ability to proactively-obtain assignments, maintain and adhere to a schedule geared toward completing those assignments, and keep management fully updated on the status of each ongoing project while in progress.
- Ability to work independently and as part of a team.

#### **MINIMUM QUALIFICATIONS:**

- Minimum of 2 years related experience.
- Bachelor's degree in related field. Consideration may be given to equivalent combination of education and experience.

#### **PREFERENCES:**

- Experience-creating training content and documenting processes-in a local government environment.
- Experience dealing with Public Safety operations, such as Police and Fire.

#### **WORKING CONDITIONS:**

- Frequent climbing, balancing, reaching, sitting, standing, walking, stooping, kneeling, crouching, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 25 pounds.
- Work is typically performed in a standard office environment.

#### **CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.

