

TRAINING AND DEVELOPMENT MANAGER

(Range 125)

DEFINITION

This position is responsible for the effective development, coordination, and presentation of training and development programs for all employees. Assess District-wide developmental needs to drive training initiatives. Consult with managers and supervisors to identify needs and identify and arrange suitable training solutions for employees. Actively search, creatively design and implement effective methods to educate, enhance performance and recognize performance.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Human Resources Director.

Exercises supervision over assigned subordinate Human Resources staff.

RESPONSIBILITIES:

Essential and marginal functions and responsibilities may include, but are not limited to the following:

1. Meets with managers, supervisors, work groups and individuals; using individual and group interviews and survey instruments, conducts needs analyses and identifies performance and training gaps; identifies other organizational and work group barriers to performance; develops and proposes training, development and/or other initiatives, organization interventions and solutions to issues identified.
2. Plans, schedules, conducts and evaluates training and development programs customized to meet department and work group needs; designs and develops new and/or adapts instructional materials, including workbooks, skill building and role-playing exercises, case studies, handouts and other materials, relevant to individual work group needs; evaluates participant feedback and modifies programs and instructional materials as needed.
3. Designs and develops specialized programs including technical classroom and field training; coordinates development efforts with business partners and outside consultants and vendors.
4. Conducts new employee orientation.
5. Evaluates vendors involved in providing training; reviews training and development objectives, course content and instructional materials to ensure appropriateness and relevance to meet training and performance needs of the District.
6. Performs small group and individual coaching for skill improvement and other purposes; conducts mini-needs analyses; creates scenarios and scripts for participant use; coaches employees on development of personal improvement plans; follows up on progress and recommends additional development initiatives and action steps.

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7. Compiles and maintains accurate records to track training program participants for statistical data reporting. Compiles necessary training reports from test scores, attendance records and other evaluative tools.
8. Interacts extensively in person, over the telephone, via fax and via e-mail with the general public, District-wide staff and management, outside agencies, and other libraries.
9. Resolves a wide range of routine and non-routine issues and difficulties. Exercises decision making skills.
10. Recognizes and responds to operational problems. Contributes to the efficiency and effectiveness of the department's service to its customers by offering suggestions and directing or participating as an active member of a work team.
11. Complies with all Federal, State, and local laws, codes, and regulations regarding Human Resources functional areas.
12. Utilizes personal computers, the Internet, and e-mail.
13. Operates office equipment including, but not limited to: copy machine, telephone, and facsimile machine.

Marginal Functions:

1. Attends and participates in a variety of professional group and committee meetings.
2. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Theory, principles, practices and techniques of training and instruction, particularly as related to adult learning and development in a work setting.
2. Methods and techniques for conducting needs assessments and designing training programs, including instructional design methodology.
3. Principles, practices, techniques and tools applicable to organizational improvement analysis and improvement interventions.
4. Principles and techniques of making effective oral presentations.
5. Current trends and developments in the field of human resources administration.
6. Pertinent Federal, State, and local laws, codes, and regulations applicable to the administration of human resource programs.
7. Research methods and data analysis techniques.
8. Basic computer software applications such as Microsoft Word, Excel, and PowerPoint.

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9. Library District and Department policies and procedures.
10. Library District terminology and functions.
11. Correct English usage, spelling, punctuation, and grammar.

Ability to:

1. Analyze complex problems, evaluate alternatives and make sound, appropriate recommendations.
2. Assess training, development and organizational improvement needs and design cost effective programs and approaches to meet needs.
3. Identify internal and external training resources.
4. Develop and prepare effective informational and instructional materials and aids.
5. Conduct effective classroom training; facilitate large and small group programs.
6. Perform individual coaching, counseling and mentoring.
7. Prepare clear, concise and accurate reports, correspondence, analytical studies and other written materials.
8. Exercise sound independent judgment and initiative within established guidelines.
9. Work both independently and as part of a team.
10. Establish and maintain effective working relationships with those contacted during the course of work.
11. Maintain the mental capacity for effective interaction and communication with others.
12. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - standing, walking, or sitting for extended periods of time;
 - bending, reaching, stooping, and pushing;
 - lifting and carrying;
 - operating assigned equipment.
13. Maintain effective auditory and visual perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - operating assigned equipment.

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Skilled in:

1. Effective public speaking and classroom training.
2. Carrying assigned analytical projects through, from data gathering to completion.
3. Planning, directing and reviewing the work of others on a project or day-to-day basis.
4. Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.
5. The use of personal computers and associated software, as well as general office equipment.

Training and Experience:

Bachelor's degree in Human Resource Management, Public or Business Administration, Psychology or a closely related field. Four (4) years of recent (within the last five years) progressively responsible professional work experience in human resources, at least two (2) of which include experience in training and/or organizational development; or an equivalent combination of training, education, and work experience that provides the necessary knowledge, skills and abilities.

Desirable Qualifications:

Two (2) years experience in Instructional Design; completion of professional training courses and/or seminars related to the position.

License, Certificate, or Requirements:

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking, or frequent light lifting (5 - 10 pounds); occasional moderate lifting (12 - 20 pounds); frequent bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and standing, or sitting for extended periods of time.

Tasks require sound perception, visual perception, and oral communications ability.

Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

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**FLSA: EXEMPT
CBA: NONE
DEVELOPED: MAY 27, 2014
REVISED: MARCH 14, 2018**