

TRAINING MANAGER - HUMAN RESOURCES

MAJOR FUNCTION

This is professional and technical work in the management, development, coordination and presentation of County-wide training activities and programs.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Designs, develops, implements and administers performance based, County-specific, management and supervisory development program.
- Utilizes basic business principles to quantify results of training, education and development programs. Evaluates effectiveness of interventions and solutions through participant feedback, test instruments and reports from supervisory and managerial personnel.
- Analyzes employee demographics and researches potential resources to design lesson plans, develop curriculum, assess learning types and determine specific teaching methods utilized in training delivery.
- Develops performance-based training in response to specific employee, departmental and County-wide requests and needs.
- Develops and delivers mandatory compliance training, education and development of policies and procedures based on state and federal mandates and regulations.
- Assist in the training development of County work policies and procedures and monitors all activities.
- Identify County training needs, trouble shoot problems, develops appropriate interventions.
- Develops annual budget and exercises control.
- Reviews training and development publications and materials to keep abreast of new and innovative techniques and training programs.
- Prepares training materials, coordinates printing of training materials.
- Develops and delivers employee orientation and training programs.
- Prepares analytical and statistical reports on operation and activities; prepares and delivers presentations as assigned.
- Communicates with managers/employees regarding interpretations of rules and policies in regards to the Human Resources Training Program.

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- Maintains familiarity with all laws and guidelines related to human resources, including EEO, ADA, Affirmative Action, 457 Deferred Compensation, etc; maintain familiarity with related court decisions and legal opinions.
- Establishes database for monitoring training and teamwork functions; prepares yearly report to the Board on the status of strategic objectives.

SECONDARY FUNCTIONS

- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

SUPERVISION

This position has no supervisory responsibility.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience

Bachelor Degree in Education, Business or Public Administration, Human Resource Management, or related field; with three years progressively responsible human resources experience; or an equivalent combination of education and experience.

Licenses

Valid Florida Driver License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.

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- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and members of the general public.

Mathematical Skills

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts such of basic algebra and geometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Problem Solving Abilities

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Develops plans, policies, specifications, and programs.
- Functions independently as an expert in matters of specialized code, rules, policy, analyses, advanced budgetary, accounting systems, or complex scientific or technical systems.

Specialized Skills and Abilities.

- Advises supervisors and employees on career development and the availability of training courses in community educational programs; keeps informed on local college curricula as related to department organizational and functional needs so as to better advise employees and supervisors.
- Considerable knowledge of the planning and conducting of training programs in diversified fields.
- Knowledge of content and scheduling of centralized training programs.
- Knowledge of County personnel rules, regulations and procedures.
- Knowledge of supervisory principles, techniques and procedures.
- Ability to remain calm in stressful situations.

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- Ability to work in conjunction with professionals, legal, medical persons.
- Must possess public relations and public speaking abilities.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team

Machines and Equipment.

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

Possession of a cell phone is a requirement.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will regularly be required to reach with hands and arms, stoop, kneel, crouch or crawl, and lift up to twenty-five pounds; will frequently be required to sit and talk or hear; and will occasionally be required to stand, walk, climb or balance, and use hands to finger, handle, or feel. Vision requirements are close and peripheral vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level for this job is moderate.

Established: 10/2005	Category: 5
Pay Grade: 20	Status: E
Job Description Number: 5066	Revised: