

## JOB DESCRIPTION

**JOB TITLE:** Training Coordinator  
**DEPARTMENT:** Human Resources  
**REPORTS TO:** Human Resources Director  
**EEO category**

### **SUMMARY:**

As part of the South Sound 911 Administration Division, and under the direction of the Human Resources Director, this FLSA non-exempt supervisory position coordinates and directs the overall training and development for South Sound 911. The Training Coordinator position plans, develops, designs curriculum and coordinates comprehensive training and development programs across all divisions of South Sound 911.

The Training Coordinator organizes the delivery of training with division directors and collaborates with agency trainers, supervisors and management on training methodology and delivery of training, as well as writes promotional training materials.

This position is a rotational special assignment ranging from two to three years; with the maximum assignment period not to exceed three years. Based on the operational and administrative needs of the agency, the special assignment duration may be altered at any time.

### **ESSENTIAL FUNCTIONS:**

Plan, develop and coordinate a comprehensive employee training and development program for South Sound 911. Assess training and organizational developmental needs and develop training programs.

Coordinate training and development programs and courses including: define objectives; design curricula; select training methods; design program evaluations; develop participant selection criteria; and assess program effectiveness.

Develop, maintain and administer agency wide training management system and training software; develop and evaluate new training course techniques, materials and equipment; design course evaluation tools; operate audio-visual equipment.

Compile and maintain centralized records of training and development activities; inform management team of training program progress, new training techniques and related areas training and development.

Provide training to newly hired employees to include the use of PowerDMS, email etiquette, customer service, etc.

### **REQUIRED ABILITY, KNOWLEDGE AND EXPECTATIONS:**

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Precise record-keeping, document retention, report preparation and basic research methods and techniques.

Work appropriately with confidential material and information.

Work with speed and accuracy.

Follow safety rules and regulations.

Proficient with standard suite of Microsoft Office software and database applications, various operations of multifunction devices, and phone systems.  
 Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.  
 Establish and maintain cooperative and effective working relationships with others.  
 Analyze situations quickly and adopt an effective course of action.  
 Organize work with many interruptions and multiple tasks to meet schedules and timelines.  
 Organizational and employee training and development methods, techniques and practices.  
 Course development theories, techniques and procedures.  
 Coaching and counseling techniques.  
 Recruit and develop a cadre of employee trainers for training delivery.  
 Organize, coordinate and direct an effective program of employee in-service training and development.  
 Evaluate program effectiveness.  
 Facilitate cooperative action among all employee groups.  
 Work independently with little direction.  
 Operate audio-visual equipment.  
 Conduct research to assess training needs.  
 Assist the organization in research and needs assessment for various topics and issues.

**QUALIFICATIONS:**

Based upon experience, three years of recent training coordinator experience to include designing, implementing, and presenting adult education courses. Other combinations of education, training and experience will be evaluated on an individual basis for comparability.

**LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:**

Possession of a valid Washington State driver’s license at time of appointment with maintenance thereafter.  
 Member of APCO and NENA.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**WORKING ENVIRONMENT:**

Indoor climate-controlled office environment. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis.

**MACHINES/TOOLS/EQUIPMENT/WORK AIDS:**

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, head sets, printers.

**POTENTIAL HAZARDS:**

The hazards are consistent within an office environment.

**ANALYSIS OF PHYSICAL DEMANDS OF POSITION:**

Activity	Percentage of time	Activity	Pounds
Standing	10% of time	Pulling	25 lbs.
Walking	10% of time	Pushing	25lbs.
Sitting	80% of time	Lifting	25lbs.
		Carrying	25 lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	NO
Color Vision	NO

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

**ADDITIONAL COMMENTS:**

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

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REVIEWED BY: Deborah Grady, Executive Director

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