

JOB DESCRIPTION

JOB TITLE: Training and Development Manager

DEPARTMENT: Administration

REPORTS TO: Human Resources Director

Management position, EEO category 2

SUMMARY:

As part of the South Sound 911 management team, and under the direction of the Human Resources Director, this FLSA exempt position leads, manages, directs, designs curriculum and coordinates comprehensive training and development programs across all divisions of South Sound 911. The position is a highly responsible professional performing a variety of confidential, analytical, technical and administrative functions. The training manager is frequently required to perform work in confidence, under pressure of deadlines and is involved in highly sensitive and interpersonal interactions requiring skill in gaining trust and confidence from others, both inside and outside the agency.

Work involves latitude for independent judgment, decision making, and discretion in the performance of assigned duties. This position requires the ability to research, analyze data, recommend and implement various approaches to agency training.

The training manager supervises, assigns, directs, and evaluates the work of training leads or other assigned personnel.

The training manager 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.

ESSENTIAL FUNCTIONS:

Manages agency training; plans, develops and coordinates a comprehensive employee training and development program for South Sound 911. Assesses training and organizational developmental needs and develop training programs.

Identifies and assesses training needs across the agency, creates and assists with the development of tailored training plans to develop employees' skills and work performance.

Coordinates training and development programs and courses including: defining objectives; designs and reviews curriculum; determines training methods; designs program evaluations; develops participant selection criteria; and assesses program effectiveness.

Develops, maintains and administers 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.

Compiles and maintains centralized records of training and development activities; informs management team of training program progress, new training techniques and related areas training and development.

Serves as a liaison representative for the state 911 program office and is highly involved with statewide 911 program functions. The training manager may serve on the state-wide training subcommittee, advisory committees and exercise committees.

Responsible for the development and training of newly hired employees.

QUALIFICATIONS:

An equivalent combination to: graduation from a four-year college or university with specialization in, training and development or a related field and four or more years of increasingly responsible experience in training and development, preferably in the public safety field. Additional related education or experience may substitute year-for-year for the recruiting requirements. Lead experience in public safety training programs is preferred.

KNOWLEDGE AND EXPECTATIONS:

Knowledge of protocols, practices and techniques of public safety communications and employee supervision. 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.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

Valid WA Driver's License may be required for offsite visits and presentations. 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, and 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.

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.

PREPARED BY: Cynthia Shaffer, PHR, SHRM-CP Human Resources Director

APPROVED BY: _____

DATE: 06-28-2023