

Job Template: Training & Development Coordinator

Occupational Group	Administrative Services						
Job Family	Business Operations						
Job Path	Training & Development						
Job Title	Training & Development Coordinator						
Job Code	B14000	FLSA Status	E	Job Category	P	Job Level	4

P4: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.

→ *Context of Decisions*

- Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
- Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ *Job Controls*

- Has the latitude to make decisions on projects that they are accountable for delivering on.
- Free to plan and carry out all phases of work assignments.

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COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

→ *Course of Resolution*

- Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

→ *Measure of Creativity*

- Problems are not amenable to strict technical resolution, requiring innovative thinking.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.
- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- Actions typically affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.
- Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

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Job Template

GENERAL SUMMARY

Develops and implements a comprehensive training and outreach program that supports all staff as well as University community partners.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under direction of a supervisor or manager. Serves a lead worker to employees who perform similar functions.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Plans, organizes, directs, and delivers reports on an ongoing comprehensive program of specialized training and development. Serves as lead departmental liaison with the University community.
- Determines and identifies immediate and long-term training needs for faculty, staff, students, and visitors, through consultations, focus groups, and needs assessment data.
- Develops and implement strategies and approaches for addressing training needs, assessing results, and continuously improving curriculum and training delivery methods in line with national best practices.
- Supervises and reviews the development of training procedures, manuals, and other training aids.
- Conducts outreach through participation in meetings, events, electronic communications, conference participation, membership in professional associations, and one-on-one conversations.
- Designs or recommends specific programs or workshops; oversees the development of brochures, flyers, and marketing strategies intended to promote campus-wide workshops/trainings.
- Maintains training aids, online documentation, training database, and associated applications.
- Prepares and submits reports as requested, including a projected training schedule and log of tasks completed.
- Performs related work as required.

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MINIMUM QUALIFICATIONS

- Bachelor’s degree in related field.
- Four to five years of related experience.

COMPETENCIES

Knowledge of:

- The principles and practices of training and development methods and techniques of different modalities in an adult learning environment
- Survey research and statistical analysis
- Functional programs in area of assignment
- Microsoft Office and related software applications

Skill in:

- Leadership
- Planning and organization
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Prepare and present training programs
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Identify and assess training and outreach needs
- Develop and manage training and outreach programs and staff development plans
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management