General Statement of Duties

Performs supervisory duties over employees who provide an agency or department with job related training and develops training goals and objectives in conjunction with departmental plans and goals.

Distinguishing Characteristics

This class performs supervisory duties over employees who provide an agency or department with job related training. This class is distinguished from an Agency Trainer that trains employees on job related duties. The Agency Training Supervisor is distinguished from a Human Resources Supervisor that performs professional and supervisory work over professional human resources staff engaged in performing a variety of human resources activities including classification, compensation, employee relations, training and organizational/employee development, recruitment, human resources generalist duties, and/or other related functions in a large charter department or at Career Service Authority.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received & Quality Review

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communication & Purpose

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised

Supervises two or more Agency Trainers and may supervise other technical and/or office support employees.

Essential Duties

Supervises employees who act as agency trainers and instruct employees on specific job related training in a classroom setting or on-the-job training, provides technical expertise to staff, and establishes section and staff work programs and objectives.

Plans, assigns, and reviews the work of staff members performing a variety of training functions and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.
Researches and compiles information in instructional areas, prepares appropriate educational materials, remains current with new information and standards in the training field, and trains new staff members in training techniques and methodologies.

Evaluates training/educational programs to appraise the success of the programs in meeting training objectives and recommends revisions or additions when necessary.

Meets with various state and local agencies to exchange information pertaining to best practices in training and technology and implements improved training techniques.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

**Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

**Decision Making** - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

**Influencing** - Collaborates with, persuades and influences others.

**Oral Communications** - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

**Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.
Teaching Others - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

**Knowledge & Skills**

Knowledge of teaching, training, research, making presentations, lecturing, testing, and other instructional methods.

**Education Requirement**

Bachelor’s Degree in Business Administration, Education, Sociology, Psychology, or a related degree.

**Experience Requirement**

Three (3) years of experience teaching or presenting information in a variety of situations and settings.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

None

**Working Environment**

Subject to many interruptions.
Pressure due to multiple calls and inquiries.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- Sitting: remaining in the normal seated position.
- Carrying: transporting an object, usually by hand, arm, or shoulder.
- Balancing: maintaining body equilibrium to prevent falling over.
- Reaching: extending the hand(s) and arm(s) in any direction.
- Handling: seizing, holding, grasping, or otherwise working with hand(s).
- Fingering: picking, pinching, or otherwise working with fingers.
- Talking: expressing or exchanging ideas by means of spoken words.
- Hearing: perceiving the nature of sounds by the ear.
- Eye/hand/foot coordination: performing work through using two or more.
- Far Acuity: ability to see clearly at 20 feet or more.
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.
**Background Check Requirement**

Criminal Check  
Employment Verification  
Education Check

**Assessment Requirement**

Professional Supervisor

**Probation Period**

Six (6) months.

**Class Detail**

Pay Grade: A-811  
FLSA Code: Y  
Management Level: 7  
Established Date: 9/21/2018  
Established By: Lori Schumann  
Revised Date: 
Revised By: 
Class History: