



Office of Human Resources
Outreach Trainer - CA3139
THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Performs full performance level training work by conducting classroom and on-the-job training for employees and members of the public on the methods, techniques, and procedures associated with their work assignment, develops training curriculum and materials, and evaluates the effectiveness on the training program.

Distinguishing Characteristics

This class performs full performance level training work by conducting classroom and on-the-job training for employees and the public. This class is distinguished from the Agency Trainer that performs full performance level training for employees only. This class is distinguished from the Agency Training Supervisor class that 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.

Level of Supervision Exercised

By position, performs lead work over temporary employees or volunteers.

Essential Duties

Designs, develops, and presents agency specific training programs including classroom and on-the-job training, determines appropriate learning objectives and methodology to be used, develops course curriculums, and reviews course content with managers and subject matter experts.

Develops appropriate assessment tools to collect the necessary information for assessing learning needs and determining the most suitable instructional design and content.

Evaluates student progress using written examinations and/or practical examinations and adjusts teaching approaches to accommodate students' needs.

Consults with staff members and managers to determine if training programs are meeting the needs of the agency.

Updates training materials and methods to keep current with new techniques and evaluates and modifies training programs as needed.

Prepares reports regarding the effectiveness of training and prepares and maintains records on student progress.

Sets up and takes down necessary equipment prior to and after classes.

Assists in the organization and administration of special events.

Assists in training new staff members.

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

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Oral Communication – 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.

Knowledge & Skills

Knowledge of the principles and practices of adult and youth training.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of experience working with and interacting with a variety of communities providing instruction and sharing information.

Education & Experience Equivalency

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

Licensure & Certification

By position, requires professional certification or licensure related to area of work.

By position, may require certification in CPR/First Aid within 6 months of hire.

Working Environment

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Potential exposure to cold temperatures, cold enough to cause marked bodily discomfort.

Potential exposure to heat temperatures, hot enough to cause marked bodily discomfort.

Personal safety aware of surroundings, people and events.

Subject to varying and unpredictable situations.

Level of Physical Demand

3 – Medium Work (20-50 lbs)

Physical Demands

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

Eye/Hand/Foot Coordination: Performing work through using two or more.

Fingering: Picking, pinching or otherwise working with fingers.

Handling: Seizing, holding, grasping or otherwise working with hand(s).

Hearing: Perceiving the nature of sounds by the ear.

Reaching: Extending the hand(s) and arm(s) in any direction.

Repetitive Motions: Making frequent movements with a part of the body.

Sitting: Remaining in the normal seated position.

Standing: Remaining on one's feet in an upright position.

Talking: Expressing or exchanging ideas by means of spoken words.

Color Vision: Ability to distinguish and identify different colors.

Far Acuity: Ability to see clearly at 20 feet or more.

Field of Vision: Ability to see peripherally.

Near Acuity: Ability to see clearly at 20 inches or less.

Lifting: raising or lowering objects weighing no more than 35 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

By position, Licensure/Certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-621

FLSA Code: N

Established Date: 2/16/2020

Established By: SO

Revised Date:

Revised By:

Class History: