

**TRAINING OFFICER**

**DEFINITION**

Under direction, designs and implements employee development and technical training programs including training programs in management, leadership, supervision, quality improvement, team building, safety, and skills training.

**SUPERVISION RECEIVED/EXERCISED**

Receives supervision from the Department Director or designee. This classification may supervise assigned staff.

**DISTINGUISHING CHARACTERISTICS**

The Training Officer is a section head responsible for establishing and maintaining training procedures and policies; planning, designing and administering training programs; and/or developing and administering various training programs designed to meet needs identified within assigned department. Duties include assessing and analyzing training needs, and designing and implementing interactive, results-oriented training programs to meet those needs. The incumbent also may serve as an internal consultant to other departments regarding organizational, management, and skills training programs. This is an unclassified position in which the incumbent serves at the will of the Department Director.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*may include, but are not limited to, the following:*

Coordinates, develops, and implements training programs in management, leadership, supervision, quality improvement, team building, safety, and skills training; evaluates effectiveness of training and development programs and uses relevant evaluation data to revise or recommend changes in instructional objectives and methods.

Researches, plans, schedules, evaluates, and recommends internal training programs to support organization goals.

Formulates training plans; designs criteria to measure effectiveness in meeting organizational goals.

Assesses, identifies, and evaluates training needs in the organization; identifies and prioritizes high-risk and federal, state, region, and local compliance training needs.

Develops, introduces, and evaluates new methods of training delivery; designs training curriculum based on research and evidenced-based learning theory and associated instructional design.

Conducts job risk assessment and performance gap analysis in order to evaluate employee performance, technical, and procedural needs.

Serves as a resource to departments by providing information on training conferences, seminars, and training materials.

Provides instructional systems design support including instructor-led eLearning, blended learning, job aids, webinars, videoconferencing, and Audience Response Systems (ARS); designs audio-visual aids to enhance employee training.

Develops, generates, and maintains instructional materials through a variety of multimedia software.

Conducts multiple, repetitive courses during a training cycle to assure personnel are capable of performing critical skills.

Ensures department compliance with related agency policies and local, state, and federal regulations.

Serves as a member of the Department Safety Committee.

Coordinates investigations of complaints and unusual occurrences for quality assurance.

Analyzes existing organizational structure; recommends alternatives suited to the department vision and mission.

Administers the department's internal training or learning Information System; maintains training website and posts Department manuals and forms.

May supervise clerical, technical, and professional personnel.

Performs related duties as required.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Training principles, methodology, and adult learning theories.

Research techniques and the availability of training resources and information.

Evidenced-based learning theory and instructional design.

Human resources practices, laws, regulations, standards, and compliance requirements.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Principles and practices of program development and administration.

Principles and procedures of record keeping.

Principles of business letter writing and report preparation.

**Skills to:**

Operate modern office equipment including computer equipment.

**Ability to:**

Operate and demonstrate the use of audio-visual equipment for training purpose.

Design and implement training programs.

Perform risk and gap analysis and to prescribe learning interventions.

Supervise and provide direction to professional and clerical staff.

Operate and use modern office equipment including computers and supporting word processing and spreadsheet applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships.

**MINIMUM QUALIFICATIONS**

**Education:**

Graduation from an accredited college or university with major course work in education, human resources, organizational behavior, business administration, public administration, or related field.

**Experience:**

Four years of progressively responsible experience in planning and conducting employee training and development courses for a governmental agency or large private company. Additional qualifying experience may be substituted for the education on a year-for-year basis, up to a maximum of two years.

**Special Requirement:**

Possession and continued maintenance of a valid California driver's license is required.

Depending upon assignment, may be required to possess one or more licenses or certifications related to the specific technical discipline.

**NOTE:** Recruitments may be limited to a specific area of expertise as required by operational needs.

APPROVED: \_\_\_\_\_ DATE: \_\_\_\_\_  
Director of Personnel Services

Original 11/18/93  
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