

TRAINING AND DEVELOPMENT SPECIALIST

SUMMARY: Under general direction, is responsible for facilitating the City's Workplace Learning and Performance function; responsible for the coordination and facilitation of training for employees of all levels and the resulting outcomes; partners with management to assess developmental needs to drive training initiatives and identify and arrange suitable training solutions for employees; measures program efficiency and effectiveness; and may perform other duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: (Which are **not** in any hierarchical order)

1. Facilitates training utilizing adult-learning methodology.
2. Coordinates and facilitates the CitySTART Employee Orientation program; including updating the orientation website and materials.
3. Prepares and maintains employee handbook.
4. Partners with management to perform needs assessments, designs, develops, and implements HR training programs for senior leadership, management, and employees.
5. Coordinates training logistics; schedule, set-up, and clean-up of classrooms.
6. Measures programs' effectiveness by following up with employees, facilitating focus groups, and designing, implementing, and analyzing training evaluations, pre and post-assessments, electronic surveys; modifies existing programs as needed.
7. Coaches employees and management to apply training curriculum to their jobs.
8. Markets training programs.
9. Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal and state employment, civil rights and labor laws, rules, and regulations.
- Knowledge of adult learning methodology.
- Knowledge of on-boarding best practices.
- Knowledge of computer hardware, software, and peripherals related to area of assignment.
- Knowledge of recordkeeping/file maintenance methods, practices and procedures.
- Knowledge of measurement methodology.
- Skill in facilitating soft skills and software training.
- Skills in researching and analyzing statistical or informational data.
- Skills in developing training curricula.
- Skills in writing reports, training guidelines, and other documentation.
- Skills in identifying, diffusing and mediating differences, and developing consensus.
- Ability to conduct needs analysis and program evaluation.
- Ability to establish and maintain effective programs through measurements and analysis.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves light work in a fast paced office setting. There is frequent need to stand, stoop, walk, sit, lift objects (up to 25 pounds), drive to other City locations and performs other similar actions during the course of the workday. The City of West Palm Beach promotes and maintains a drug/alcohol free work environment through the use of mandatory pre-employment and random drug testing for certain employees.

TRAINING AND DEVELOPMENT SPECIALIST

MINIMUM QUALIFICATION: Bachelor degree from an accredited college or university with a major in Industrial/Organizational Psychology, Organizational Development, Human Resources, Business Administration, or related field and three (3) years of experience in planning and implementing training programs, or any equivalent combination of training and experience. PHR or SPHR certification, highly desirable.

A valid driver's license from any state (equivalent to a State of Florida Class E) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of appointment