



Career Service Authority

Agency Training Supervisor

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GENERAL STATEMENT OF CLASS 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 and 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 Communications and 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 the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

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.

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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.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Conscientiousness - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

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.

Reading - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility - Adapts quickly to changes.

Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory - Recalls information that has been presented previously.

Reasoning - Discovers or selects rules, principles, or relationships between facts and other information.

Self-Management - Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

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

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 cue, and responds appropriately.

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

Problem Solving - Identifies problems, determines accuracy and relevance information, and 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, and acts as a mentor.

Creative Thinking - Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

Planning and Evaluating - Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Conflict Management - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Learning - Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

Information Management - Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Managing Human Resources - Plans, distributes, coordinates, and monitors work assignments, evaluates work performance, provides feedback on performance, and ensures staff are appropriately selected, utilized, developed, and treated in a fair and equitable manner.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Physical Demands:

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.

Working Environment:

Subject to many interruptions

Pressure due to multiple calls and inquiries

Education Requirement:

Baccalaureate Degree in Business Administration, Education, Sociology, Psychology, or a related degree.

Experience Requirement:

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

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

Completion of the Career Service Authority supervisory training courses prior to the completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 04/22/2007

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class.