



Office of Human Resources
Agency Trainer - CA0654
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General Statement of Duties

Performs full performance level training work by conducting classroom and on-the-job training for employees 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. 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.

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

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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 training.

Level of Supervision Exercised

None

Education Requirement

Bachelor's Degree.

Experience Requirement

Two (2) years of experience assisting with educational or training duties and responsibilities in a structured setting.

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

By position, requires a valid Driver's License at the time of application.

By position, requires a valid Commercial Driver's License (CDL "A" or "B") at time of application.

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

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

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.):

Color vision: Ability to distinguish and identify different colors.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, Motor Vehicle Record

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-09

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 9/24/2024

Revised By: BM

Class History: 7/30/23 – Revised licensure & certification and background checks; 7/28/24 – Revised pay grade per CN1814; 9/24/24 – Updated Licensure & Certification section.