



Office of Human Resources  
Agency Training Supervisor - CA2243  
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### General Statement of 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.

### 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 goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

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.

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**

**Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

**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.

**Influencing** - Collaborates with, persuades and influences others.

**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 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.

**Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

### **Knowledge & Skills**

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

### **Level of Supervision Exercised**

Supervises two or more Agency Trainers and may supervise other technical and/or office support employees.

### **Education Requirement**

Bachelor's Degree in Business Administration, Education, Sociology, Psychology, or a related degree.

### **Experience Requirement**

Three (3) years of experience teaching or presenting information in a variety of situations and settings.

### **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

None

### Working Environment

Subject to many interruptions.  
Pressure due to multiple calls and inquiries.

### 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.):

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

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

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.

Sitting: 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.

### Background Check Requirement

Criminal Check

Employment Verification

Education Check

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade: EX-11**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 7/28/2024**

**Revised By: BM**

**Class History: 7/28/24 – Revised pay grade per CN1814.**