

**S P O K A N E   C O U N T Y   L I B R A R Y   D I S T R I C T**

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| <b>Job Title</b>        | Training Manager   |                           |                          |
| <b>Reports to</b>       | Human Resources Director   | <b>Supervises</b>         | Training Specialist      |
| <b>FLSA/WMWA Status</b> | Exempt from overtime   | <b>Remote Work Status</b> | Eligible for remote work |
| <b>Union</b>            | Represented  | <b>Compensation Band</b>  | MP5                      |
| <b>Working Hours</b>    | While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends. |                           |                          |
| <b>Required</b>         | Background & driver license check<br>Valid driver license and required insurance when operating a privately-owned vehicle for business purposes  |                           |                          |

**Job Overview**

Working independently with limited supervision, this position is responsible for the planning, development, and implementation of District-wide training initiatives, as well as making recommendations regarding training needs.

**Qualifications**

The ideal candidate will be able to build relationships at all levels, have two years of experience in planning and implementing training. A background and/or education in adult learning preferred.

The District may accept an equivalent combination of education and experience in lieu of the above.

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| <b>Ability to</b>   | Plan, implement and instruct employee training programs   |
|                     | Manage work and provide guidance to employees   |
|                     | Make presentations and prepare reports  |
|                     | Handle multiple project assignments and meet deadlines  |
|                     | Organize and maintain records and files   |
|                     | Gather and analyze data and prepare reports   |
|                     | Travel to a variety of locations to perform work and/or attend work-related meetings and trainings  |
|                     | Communicate effectively   |
|                     | Interact in a professional and respectful manner with staff, customers, and external organizations, demonstrating positive customer service behaviors           |
|                     | Use initiative, problem-solving skills, and sound judgement   |
|                     | Model behavior for high levels of service   |
|                     | Meet deadlines  |
|                     | Interpret, apply, and support system wide policies, procedures, and services  |
|                     | Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds |
|                     | Analyze and use reasoning to logically solve problems and contribute to the solution of problems  |
|                     | Work with and troubleshoot office machines, such as copiers   |
|                     | Establish and maintain positive team relationships  |
| <b>Knowledge of</b> | Use and operation of various training software, tools, and equipment  |
|                     | District mission, programs, and objectives  |

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|  | Methods and techniques of developing and conducting effective educational or training presentations |
|  | Applicable federal, state, and local laws, rules, policies, and procedures                          |
|  | Library services and resources  |
|  | Microsoft Office and other software applications  |

### Job Duties

*The duties listed are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position*

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| Research and analyze skills gaps and recommend training plans to resolve them  |
| Works with the Human Resources Director to plan, facilitate, schedule, provide, and administer approved training   |
| Determine effectiveness of training classes and procedures; recommend and implement approved changes   |
| Establish and maintain a training library via the online learning management system (LMS)  |
| Collect and analyze training statistics and data; create presentations utilizing charts, graphs and spreadsheets   |
| Establish database, coordinate, maintain, monitor, and track all training and certification programs in the LMS, employee course completion status, and expiration dates for certificates and cards  |
| Conduct new employee safety orientations   |
| Oversee new employee training  |
| Working with the Training Specialists, review and revise training manuals and wikis  |
| Train other employees as needed to conduct and assist with training sessions   |
| Assist in the budget process for training  |
| Ensures Training Specialists have the tools and information needed to provide assigned trainings   |
| Enforces the Code of Conduct.  |
| Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary.   |
| In addition, this position may: <ul style="list-style-type: none"> <li>• Respond to customer inquiries regarding library services and operations.</li> <li>• Clean &amp; disinfect common and shared work areas.</li> <li>• Perform seasonal tasks such as shoveling snow and spreading ice melt.</li> </ul> |
| Performs other duties as needed or as directed.  |

### Supervisory Responsibilities

*The supervisory responsibilities listed are intended only as illustrative. The omission of specific responsibilities does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

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| Participate in the hiring process.   |
| Provide constructive feedback and on-time performance evaluations.   |
| Identify training needs and recommend/assign training to meet those needs.   |
| Set priorities and expectations.   |
| Serve as a positive role model, embracing change, in order to motivate and coach staff to grow and further their skills. |

### **Work Environment**

Work is typically performed in an office or library environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

### **Physical Demands**

An individual performing duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing up to 200 pounds on a wheeled cart or hand truck.

### **Psychological Demands**

Make decisions, supervise staff, learn new tasks, remember processes, maintain focus while performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.