

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

Job Title	Training Manager		
Reports to	Human Resources Director	Supervises	Training Specialist
FLSA/WMWA Status	Exempt from overtime	Remote Work Status	Eligible for remote work
Union	Represented	Compensation Band	MP5
Working Hours	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.		
Required	Background & driver license check 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.

Ability to	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
Knowledge of	Use and operation of various training software, tools, and equipment
	District mission, programs, and objectives

	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

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"> • Respond to customer inquiries regarding library services and operations. • Clean & disinfect common and shared work areas. • Perform seasonal tasks such as shoveling snow and spreading ice melt.
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.

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.