

## COORDINATOR OF TRAINING AND PROFESSIONAL DEVELOPMENT

### Job Description

**CATEGORY:** ADMINISTRATIVE AND PROFESSIONAL  
**POSITION STATUS:** FULL-TIME  
**FLSA STATUS:** EXEMPT  
**SALARY CODE:** 20  
**REPORT TO:** CHIEF HUMAN RESOURCES OFFICER  
**REVIEWED DATE:** MARCH 07, 2019

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

### JOB SUMMARY

The Coordinator of Training and Development is responsible for improving the productivity of the organization's employees. This position assesses College-wide developmental needs to drive training initiatives and identifies and arranges suitable training solutions for employees. This position actively searches, creatively designs and implements effective methods to educate, enhance performance and recognize performance.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Conducts training sessions regarding HR procedures, policies, and processes.
- Consults with supervisors and department heads to assess training needs.
- Develops and maintains continual education support materials to be used for reference once training has been completed.
- Continually evaluates training progress and training procedures to monitor and analyze course effectiveness and update curriculum as needed.
- Assesses training needs through surveys and interviews with employees.
- Reviews training materials from a variety of vendors and chooses appropriate materials.
- Performs administrative tasks such as monitoring costs, scheduling classes, setting up systems and equipment, and coordinating enrollment.
- Develops, implements and delivers training programs for varying levels of individuals within the College.
- Coordinates training schedules for targeted employees, course evaluations, and maintenance of all employee training records and materials.
- Compiles, analyzes, and generates customized reports for administrative and external sources.
- Serves as a liaison and information resource for faculty and staff, consults with others on problems, and determines final resolution of problems and issues.
- Implements, tracks, and maintains databases of various employee information.
- Advises, counsels, and answers inquiries regarding human resource issues in area of responsibility.
- Troubleshoots by identifying the problem, uses all available resources to develop a solution and follows through with the issue until its conclusion in a timely manner.

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- Provides backup to other human resource areas.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Promotes positive morale and teamwork within the functional unit and provides exceptional customer service to students, faculty and the community.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College (TSC).
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Assists with the process for systematic review and evaluation of the planning unit per the model adopted by the College, including the development and monitoring of outcomes and plans of action for improvement based on the assessment of those outcomes and plans.
- Participates in the process for systematic review and evaluation per the institutional effectiveness model adopted by the College.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Performs duties and responsibilities within a high-tech all-digital environment.
- Performs other duties as assigned.

### **REQUIRED KNOWLEDGE AND SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Ability to evaluate training programs, methods, and materials, and choose those that best fit each situation.
- Ability to deliver training programs to employees using a variety of teaching techniques.
- Strong interpersonal skills and the ability to collaborate with instructors, trainees, and subject-matter experts.
- Ability to communicate clearly and facilitate learning by diverse audiences.
- Advanced skills in Microsoft Word, Excel, and PowerPoint and an understanding of information technology and relational database applications.
- Ability to grasp concepts and procedures quickly.
- Strong detail orientation and ability to multi-task with little direct supervision.
- Strong judgment, decisiveness, interpersonal skills to work effectively with employees at all levels of the organization.
- Ability to work under pressure with multiple interruptions and meet deadlines.
- Cooperation team player in a diverse working environment.
- Ability to thrive in a fast-paced, customer-service oriented collaborative team environment.
- Excellent customer service skills and interpersonal skills.

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- Excellent oral and written communication skills.
- Ability to handle sensitive and extensive confidential data.
- Problem solving skills and the ability to lead, instruct, handle a large variety of details and to work with all levels of organization.
- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others

### **REQUIRED EDUCATION AND EXPERIENCE**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Bachelor's degree from an accredited college or university.
- Two (2) years of related experience in training and development, instructional design, teaching, or related work.
- Operational knowledge of technology, computer programs, and budgets.

### **PREFERRED EDUCATION AND EXPERIENCE**

- Master's degree from an accredited college or university.
- Bilingual – English and Spanish.

### **CERTIFICATES AND LICENSURES**

None Required.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing

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the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

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Disclaimer:

The duties listed are intended only as illustrations of the various 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. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Direct Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

HR Representative: \_\_\_\_\_ Date: \_\_\_\_\_

### Posting Specific Questions

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Required fields are indicated with an asterisk (\*).

1. \*How did you hear about this employment opportunity?
  - TSC Website
  - HigherEdJobs
  - Indeed
  - LinkedIn
  - Specialty Job Board
  - Facebook
  - Work-In-Texas/ Texas Workforce Commission
  - Job Fair
  - Personal Referral
2. \*Do you have a Bachelor's degree from an accredited college or university?
  - Yes
  - No
3. \*Two (2) years of related experience in training and development, instructional design, teaching, or related work?
  - Yes
  - No
4. \*Do you have operational knowledge of technology, computer programs and budgets?
  - Yes
  - No
5. Do you have a Master's degree from an accredited college or university?
  - Yes
  - No
6. Are you bilingual in English and Spanish?
  - Yes
  - No