

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2016**

TRAINING AND DEVELOPMENT COORDINATOR

FLSA STATUS: EXEMPT – PAY GRADE: 20 – P

JOB FAMILY: HUMAN RESOURCES

JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Training and Development Coordinator provides training and development to employees (faculty and staff) in a variety of roles. An employee in this position is responsible for coordinating training certification programs for all employees to ensure the continuous development and monitoring of quality service standards. The Coordinator will be expected to motivate high performance toward the achievement of individual and group goals.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Develop a set of quality assurance compliance objectives and ensure that targets are achieved; define quality procedures in conjunction with the Executive Director of Organizational Development; establish standards of service.

Monitor and advise on the performance of the quality management system and produce data, statistics, and reports on performance, measuring against set indicators.

Advise on changes and their implementation and provide training, tools and techniques to enable others to achieve excellence.

Ensure that an exceptional level of service is provided to all members of the College community through positive engagement.

Identify, plan and facilitate superior relevant training needs and deliver appropriate training to ensure needs are met; identify potential training and education opportunities and develop training programs (outsourced or in-house), including related training materials.

Participate in planning and coordinating professional development of all faculty and staff.

Conduct needs analysis to identify organizational needs and assess developmental requirements; analyze and recommend improvements or changes, as needed, to ensure efficient and safe delivery of training.

Coordinate with external providers of specialized training as necessary, in designing and coordinating the implementation of training. Choose appropriate training methods (simulations, computer based, professional development classes etc.).

Provide train-the-trainer sessions for internal subject matter experts.

Counsel employees regarding developmental needs and opportunities.

Plan publications for programs, develop brochures, news flyers, and other training publications and

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communications

Develop and utilize methods and tools to assess training effectiveness.

Maintain records of training activities, certification and prepare reports on training programs.

Research and develop program content, and originate materials for training programs.
Assist with the evaluation of ongoing programs, providing analysis and recommending changes as warranted.

Perform related duties as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervisor.

SUPERVISION EXERCISED

Employee may perform in a supervisory capacity over assigned project staff or part-time staff..

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited institution supplemented by five (5) years of related experience.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

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Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 6/2016; Revised 08/16