

DEPARTMENTAL TRAINING SPECIALIST

| Job Code | Pay Grade |
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| 20180 | CL13 |

Nature of Work

This is specialized work performing various subject matter training, instruction, implementation, and coordination of a variety of activities associated with departmental training programs.

An employee in this class determines training needs; plans, organizes and develops training materials, courses and programs relating to the activities of the assigned department, or group. Employee may write articles for news media, newsletters and professional publications and for television presentations; may supervise subordinate staff; prepare performance reviews; recommend hiring and firing. Employee maintains comprehensive records and prepares correspondence and reports related to training activities. Work involves coordinating and implementing programs with outside agencies and requires considerable technical expertise in the laws, procedures and practices of the department. Work is also performed with considerable independence under the general direction of an administrative supervisor.

Minimum Qualification Requirements

- 3 years conducting employee training or specialized subject matter education programs in a related field; or
- Associate's degree and 1 year experience as described above; or
- An equivalent combination of education, training and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Supports a specialized court's area by researching changes in laws, analyzing how the changes affect the current procedures, and developing and instructing staff on the new laws, procedures and policies.
- Coordinates a public education program to assist citizen knowledge of county departments.
- Researches and writes grant applications to expand public education.
- Implements education programs in specialized areas of various county departments.
- Assists in the coordination and training of an extensive volunteer program and presents educational programs to garden clubs, civic and other organizations and the general public.
- Implements customer services, new hires, specialized cross training, and continuous work-related learning programs.
- Performs performance coaching, consulting, analysis, and assessment and measurement services to promote continual individual and organizational performance improvement.
- Instructs participants in working individually and together in teams to complete skill-development work projects, dressing for the interview, and improving work attitude and skills.
- Trains participants in the areas of interviewing skills, completing job applications, formatting a professional resume, composing a cover letter and basic word processing.
- Trains employees and external customers in various department operations (i.e., dealers, lenders, etc., in tag/title operations, provides on site-skills-enhancement training, participates in training task forces, and improves and updates training materials to reflect changes in office policies, DMV Procedures, and Florida Statutes).
- Performs related work as assigned or required.

DEPARTMENTAL TRAINING SPECIALIST (continued)

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Knowledge, Skills, and Abilities

- Knowledge of methods and techniques of employee training; principles of course development and skill in designing training programs to meet needs of department employees or other target audiences.
- Knowledge of departmental operations, equipment, materials and processes.
- Knowledge of laws, rules, procedures and practices relating to court records.
- Knowledge of horticulture, garden supply, or nursery work and methods of prevention and control of diseases and insects.
- Knowledge of customer services and performance improvement, interviewing skills, career development, and attitudinal modification.
- Ability to apply computer applications and software.
- Ability to organize and conduct training programs and evaluate program results.
- Ability to develop visual aids and other instructional materials to meet specific training needs.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to develop and maintain effective working relationships with vendors, manufacturers, employees, and the general public.

For official use only

| Revised | EEOC Code | Overtime Code |
|---------|-------------|---------------------|
| 9/08 | Technicians | Classified/Excluded |