

**CLASS SPECIFICATION**  
**Training and Development Analyst**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general direction, designs, develops and implements specialized training programs and materials; assists in administering and evaluating training programs and maintains comprehensive documentation; provides internal consulting and facilitation services for work process improvement initiatives; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

A Training and Development Analyst performs difficult, complex professional work in planning, designing, developing, conducting and evaluating training and development programs and organizational improvement initiatives. Incumbents provide professional advice and counsel to City managers, supervisors and employees and perform their responsibilities with a significant degree of independence and application of professional experience, judgment and interpersonal sensitivity.

Training and Development Analyst is distinguished from Training and Development Officer in that incumbents in the latter class perform more complex training, development and organizational improvement work requiring greater professional and organizational knowledge and experience.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, develops, coordinates, implements, manages and provides oversight for City-wide and bureau-specific training, education and development activities; designs and provides expert organizational development, process improvement and facilitative consulting services to assist work groups in assessing training and development issues and needs; meets with managers, supervisors, work groups and individuals; defines and prioritizes customer requirements and determines the degree to which they are met by specific operating areas; develops and proposes training, development and/or other initiatives, organization interventions and solutions to issues identified.
2. Plans and evaluates training and development programs customized to meet bureau and work group needs; designs and develops new and/or adapts instructional materials relevant to individual work group or bureau needs; identifies and obtains necessary resources; manages production of materials and ensures product delivery; evaluates participant feedback and modifies programs and instructional materials.

3. In collaboration with the supervising manager, prepares project specifications and justifications; identifies and contacts appropriate training contractors; prepares and distributes requests for information and proposals; assesses and recommends bid awards; prepares and submits contracts; manages and reviews the work of contractors.

#### **OTHER DUTIES**

1. Prepares memoranda, reports, process documentation, correspondence and other written materials; designs graphics for training and other materials
2. Plans and coordinates City-wide educational events for work groups to share learning and progress on problem solving and systems change.
3. Works with HR Service Teams to facilitate the movement or advancement of employees by identifying skill paths, career ladders and promoting the acquisition of new skills.
4. Integrates employee development with forecasting system that projects vacancies and other demographic information especially on key vacancies and skill needs; provides forecast information to Service Teams.
5. Identifies, designs, develops and implements computer based systems that support bureau training efforts; determines and documents bureau resource needs; designs, develops and maintains inventory, reservations and equipment maintenance systems development; provides on-call support with equipment and materials production.
6. Ensures the quality and consistency of the material posted to the bureau's intranet site; works with Information Technology staff to determine site architecture and development environment; determines and documents bureau resource needs.

#### **MINIMUM QUALIFICATIONS**

##### **Knowledge of:**

1. Theory, principles, practices and techniques of training and instruction, particularly as related to adult development in an employer setting.
2. Methods and techniques for conducting needs assessments and designing training programs.
3. Principles, practices, techniques and tools applicable to organizational improvement analysis and improvement interventions.
4. Federal, state and local laws and regulations applicable to the administration of human resource programs and employee relations practices.
5. Principles and practices of group facilitation.

6. Administrative principles and methods, including goal setting, program development and implementation.
7. Principles and practices of public administration, including budgeting and maintenance of public records.
8. Research methods and data analysis techniques.
9. Trends in human resource program development.
10. Modern organization and management principles and practices.
11. Operation of standard business computer software.
12. Principles and practices of business communication.
13. City human resources policies and labor contract provisions.
14. State apprenticeship program requirements and applicable apprenticeship training methods, procedures and practices.

**Ability to:**

1. Plan, coordinate and evaluate training programs and development issues involving diverse elements, interests and agencies.
2. Analyze complex problems, evaluate alternatives and make sound, appropriate recommendations.
3. Exercise sound independent judgment and initiative within established guidelines.
4. Assess training, development and organizational improvement needs and design cost effective programs and approaches to meet needs.
5. Present proposals and recommendations clearly, logically and persuasively.
6. Prepare clear, concise and accurate reports, correspondence, analytical studies and other written materials.
7. Interpret City human resources policies and procedures and applicable local, state and federal legislation.
8. Use computer tools and software to develop presentation and instructional materials and aids.
9. Communicate effectively to a broad spectrum of audiences.

10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations.

11. Establish and maintain highly effective working relationships with managers, supervisors, employees, vendors and others encountered in the course of the work.

**Training and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from a four-year college or university with major course work in public or business administration, human resources, social sciences or a related field; and at least three years of increasingly responsible experience in the design and delivery of employer-based training and development and/or organizational development programs and services; or the equivalent combination of training and experience. Experience in a public agency is preferred.

**Licenses; Certificates; Special Requirements:**

A valid state driver's license may be required for certain assignments.

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

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**Class History:**

Adopted: 07-01-02

Revised:

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

0650 TRAINING AND DEVELOPMENT ANALYST. Adopted: 11-18-80; Revised: 10-19-82, 07-01-92

0966 PROGRAM COORDINATOR. Adopted: 07-01-92

June 2009 - Change Job Class number from 7270 to 30000531, due to system change.