

**CLASS SPECIFICATION**  
**Training and Development Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general direction, plans, organizes, coordinates, administers and participates in providing a variety of City-wide training and education programs, in such areas as leadership, professional skills development and technical skills and other areas that support City business objectives; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

The Training and Development Manager supervises Citywide training and development for the Bureau of Human Resources (BHR) and performs difficult, complex professional work in planning, coordinating, developing, instituting and evaluating a broad City-wide training and development program. The incumbent provides professional advice and counsel to managers, supervisors and employees and carries out training and development responsibilities requiring a high degree of professional, organizational and interpersonal knowledge, judgment, skill and sensitivity.

Training and Development Manager is distinguished from Training and Development Officer by the incumbent's responsibility for supervising and implementing City-wide training and development programs and services.

**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, organizes, controls, integrates and evaluates the work of BHR Training and Development staff; develops, implements and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards; participates in developing and implementing training, development and organization improvement initiatives.
2. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the City's mission, objectives and values regarding team building and employee empowerment; applies process improvement and quality management principles to areas of responsibility.
3. Leads, supervises and participates in developing City-wide strategies and initiatives to improve employee and organizational performance and effectiveness consistent with City's training and development goals.

4. Assesses training, development and other organization improvement needs through consultation with executives, managers, employees and union representatives; conducts needs analyses and identifies performance and training gaps; identifies other organizational and work group barriers to performance; develops and proposes training, development and/or other initiatives, organization interventions and solutions to issues identified.
5. Designs and develops training and development programs, applying principles of adult learning; determines appropriate training methods and technology required for optimum results; designs, develops, recommends and implements core competency, professional development and technical training programs, using subject matter experts, adapted training and/or custom-developed programs and materials; designs and develops or supervises the design and development of training and instructional materials and presentation and visual aids; supervises and directs the delivery of training by City staff, outside instructors and through local educational institutions and training program vendors. Drafts consultant contracts as needed.
6. Formulates training policies and schedules; oversees the development and production of communication materials; establishes and implements training evaluation and feedback criteria and processes.
7. Serves as project leader for career-planning and development; develops proposed strategies and policy approaches, and recommends action steps.

#### **OTHER DUTIES**

1. Conducts analytical studies and prepares reports, correspondence and a variety of written materials.
2. Represents the bureau, section and City and serves as chair on various task forces, committees and work groups.
3. Oversees the maintenance of records and files, including confidential files on individual training need assessments.
4. May co-lead the Apprenticeship Taskforce and chair the Apprenticeship Committee responsible for administering City-wide apprenticeship programs.

#### **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. Theory, principles, practices, techniques and tools applicable to organizational improvement analysis and improvement interventions.
4. Principles and practices of group facilitation.
5. Administrative principles and methods, including goal setting, program development, project management, and program implementation.
6. Principles and practices of public administration, including budgeting, contracting, reporting and maintenance of public records.
7. Research methods and data analysis techniques.
8. Trends in human resource program development, especially in the areas of training, development and workforce redeployment.
9. Modern organization and management principles and practices.
10. Basic labor relations principles and practices in a collective bargaining environment.
11. Federal, state and local laws and regulations applicable to the administration of human resource programs and employee relations practices.
12. Research methods and data analysis techniques.
13. Business communications principles and practices.
14. Operation of standard business computer software.
15. Principles and practices of effective management and supervision.
16. City human resources policies and labor contract provisions.
17. Knowledge of on-line programs, webinars, and other technology based strategies.
18. Principles and practices of budget preparation.

**Ability to:**

1. Plan, organize, develop and administer broad City-wide training, development, workforce planning and employee transition services.
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 programs and approaches to meet needs.
5. Design and coordinate delivery of effective training and improvement programs.
6. Coordinate and evaluate the work of multiple trainers and training providers.
7. Present proposals and recommendations clearly, logically and persuasively.
8. Prepare clear, concise and accurate reports, correspondence, analytical studies and other written materials.
9. Interpret City human resources policies and procedures and applicable local, state and federal legislation.
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, committee and task force members 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, psychology or a related field; five 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: September 15, 2011