

**CLASS SPECIFICATION**  
Training and Development Officer

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general direction, plans, administers and participates in providing a variety of training and development services; manages and directs apprenticeship programs; assesses training and development needs and works with bureaus to provide customized programs; oversees and participates in curriculum development and evaluation for the Oregon Police Corps; may provide internal organizational development consulting within a bureau; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

A Training and Development Officer performs difficult, complex professional work in planning, coordinating, developing, instituting and evaluating specialized bureau training and development programs. The incumbent provides professional advice and counsel to bureau managers, supervisors and employees and carries out difficult and complex responsibilities requiring a high degree of professional, organizational and interpersonal knowledge, judgment, skill and sensitivity.

Training and Development Officer is distinguished from Training and Development Analyst by the incumbent's responsibility for supervising and directing the activities of a section responsible for bureau specialized training, development and organizational improvement 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. Leads, directs and participates in developing bureau-wide strategies and initiatives to improve employee and organizational performance and effectiveness consistent with bureau's training and development goals and mission.
2. Assesses training, development and other organization improvement needs through consultation with executives, managers and employees; determines appropriate training methods; develops training content using subject matter experts and designs training materials; develops and implements training plans; hires and directs the work of consultants involved in assessing training and development needs; establishes and implements training evaluation and feedback criteria and processes; designs evaluation and survey instruments; conducts and coordinates focus groups and interviews designed to develop and refine organization and work unit effectiveness improvement processes and interprets results; prepares evaluation reports; facilitates staff debriefings and problem-solving sessions; presents results to bureau managers and advisors.

3. Manages organizational development projects; determines issues that need to be addressed and works with bureau management to determine appropriate interventions; hires, coordinates, monitors and evaluates the work of outside consultants involved in facilitating interventions; determines appropriate steps of the intervention process.
4. Develops proposals for the re-design of training curriculum; analyzes course lesson plans to identify connections between courses; interviews current and potential instructors; facilitates focus groups; researches curriculum design of other similar organizations; develops, prepares and submits proposals for the improvement of scope, sequence and priorities of training curriculum; facilitates the review and resolution of proposal recommendations.
5. Manages bureau apprentice programs; oversees on-the-job and classroom training; develops materials for performance evaluation; provides for the training and development of staff responsible for training apprentices; tracks apprentice progress and updates the Trades Apprentice Committee on their progress; ensures appropriate documentation and records are kept for each apprentice; develops and implements recruitment strategies to ensure diversity of applicants; monitors performance, leave time and other issues and ensures issues are dealt with appropriately.
6. Proposes and develops interactive approaches to training subjects; assesses need for using interactive training methods and prioritizes courses; conducts research and solicits advice from subject matter experts; designs methods and tools and prepares instructions for their use; collaborates with staff to pilot interactive methods and tools; facilitates debriefing of pilot training programs; revises and prepares documentation of new methods.
7. Recruits instructors for training programs; assesses need for instructors in specific subject areas; identifies resources; drafts instructor contracts; designs and prepares guidelines for instructor use in developing courses; prepares proposals for diversification of teaching methods; provides instruction and technical assistance to instructors.
8. Supervises and directs the delivery of training by instructors and through bureau training programs; trains instructors on effective training delivery techniques; conducts and leads training and development activities including organizing and facilitating panels, researching and selecting reading and writing assignments, organizing and leading training sessions and coordinating team-building activities.

#### **OTHER DUTIES**

1. Coordinates the hiring, recruitment and selection planning for various workgroups; analyzes current and future vacancies and the organization's ability to train and absorb new employees; proposes hiring schedules, types of recruitment and selection criteria; develops recruitment plans to increase diversity of the bureau's workforce; may conduct hiring panel interviews.
2. Conducts analytical studies and prepares reports, correspondence and a variety of written materials.
3. Oversees the maintenance of records and files, including confidential files on individual training need assessments.

4. Represents the bureau on various City-wide workforce planning and development committees; serves as a staff consultant to the City of Portland Trades Apprentice Committee; ensures apprentice and committee records meet state requirements; facilitates modifications to current apprentice program standards and the development of new standards; facilitates the development of committee policies and affirmative action plans; works to modify contracts regarding apprentice status; keeps meeting minutes and prepares correspondence for the committee.

## **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. Federal, state and local laws and regulations applicable to the administration of human resource training and development 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 reporting and maintenance of public records.
8. Research methods and data analysis techniques.
9. Trends in human resource program development, especially in the areas of innovative learning and development practices.
10. Modern organization and management principles and practices.
11. Basic labor relations principles and practices in a collective bargaining environment.
12. Research methods and data analysis techniques.
13. Principles and practices of business communication.
14. Operation of standard business computer software.

15. Principles and practices of effective supervision.

16. City personnel policies and labor contract provisions.

**Ability to:**

1. Analyze complex problems, evaluate alternatives and make sound, appropriate recommendations.
2. Exercise sound independent judgment and initiative within established guidelines.
3. Assess training, development and organizational improvement needs and design cost effective programs and approaches to meet needs.
4. Design and deliver effective training and improvement programs and interventions.
5. Coordinate and evaluate the work of multiple trainers and training providers.
6. Present proposals and recommendations clearly, logically and persuasively.
7. Prepare clear, concise and accurate reports, correspondence, analytical studies and other written materials.
8. Interpret City human resource policies and procedures and applicable local, state and federal legislation.
9. Exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations.
10. Establish and maintain highly effective working relationships with managers, supervisors, employees, committee members, union representatives 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: 07-01-02

Revised: 05-05-05

Title changed from Training & Development Officer II to Training & Development Officer upon abolishment of Training & Development Officer I classification.

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

0968 PROGRAM MANAGER I. Adopted: 07-01-92

June 2009 - Change Job Class number from 7271 to 30000532, due to system change.