

TRAINING & DEVELOPMENT SPECIALIST
JOB DESCRIPTION
Department of Human Resources
Pokagon Band of Potawatomi Indians

Job Summary

The Training & Development Specialist develops and conducts customized professional, technical, and leadership training programs with the Tribal structure including comprehensive curriculum from introductory through advanced levels of technical instruction for individuals, class, and departments.

Principal Duties

Accurately identifies the purpose (s) for requested training as a basis for customized training program development or application of existing training programs.

Develops effective training programs, which thoroughly meet the identified training needs, hold the interest of the trainees, and are appropriately designed for the designated level of comprehension.

Accurately determines the most effective training strategies, methods, materials and settings to correspond with the type of training needed and / or the environment in which the training will be applied.

Manages the training facilities and equipment with sufficient advance notice to ensure classes can be scheduled as planned.

Maintains progressive knowledge of the trends in computer technology as it relates to software, as well as, training industry topics, information, techniques and equipment, and making recommendations for upgrading training software, programs, materials and methods accordingly.

Conducts training in a professional manner, according to established training standards and procedures, following approved training methods and utilizing approved training materials.

Conducts presentations and training in an attentive, courteous, and responsive to trainees, while maintaining order and program schedules to ensure satisfactory coverage and completion of training information.

Using adult learning principles, provides appropriate and comprehensive explanations, examples, and demonstrations, which effectively address varying levels of comprehension.

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Principal Duties Cont'

Provides consistent delivery of repetitive training programs to ensure standard dissemination of information.

Continually improves training program content and delivery by objectively observing trainees comprehension, retention, and application of training information, reviewing summary of training evaluations, and translating trainees' responses into recommendations for corresponding program modifications.

Submits reports and monthly Key Performance Measures in a timely manner.

Training Development:

Confers with Training Manager or other management, as assigned, to determine training objectives and curriculum and to gain knowledge of work situations requiring training for employees.

Writes software applications training programs, including course syllabus, text, handouts, outlines, exercises, pre/post tests, applies the complete training cycle (training needs analysis, design, delivery, and evaluation).

Determines appropriate instructional methods, utilizing knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, demonstrations, conferences, meetings, and workshops.

Selects or develops teaching aids, such as training handbooks, demonstration models, multimedia visual aids, computer tutorials, and reference works. Schedules classes based on classroom and equipment availability.

Attends department and other meetings, seminars, and training sessions to obtain information useful to training department and integrates information into applicable software applications training programs.

Training Delivery:

Develops and maintains the Training Effectiveness Evaluation Grid for all training programs to ensure effective and efficient delivery of programs.

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Training Delivery Cont’:

Conducts technical training sessions covering specified areas such as those concerned with the use of computers and software, including MS Word, Excel, PowerPoint, Access, Project, Visio, and other windows based software applications, as well as software currently in use by the Tribe (GroupWise, JDE/KRONOS, Strategy, and E-Commerce).

Instructs classes following course syllabus, text, handouts, outlines, and exercises, using visual aids, such as graphs, charts, videotape, overhead transparencies, and computer aided presentations.

Demonstrates procedures presented during training, observes and guides trainees in practice sessions, and answers trainees' questions.

Administers written and practical exams and distributes instruction evaluation forms to measure trainees' progress and to evaluate effectiveness of training.

Prepares performance reports regarding findings and makes recommendations for improvement.

Minimum Requirements

Associates Degree in Computer Sciences, Computer Technology, Software Applications, or related field, plus minimum of 2 years instructional / public speaking experience and/or 4 years equivalent training and experience.

Must have advanced level MS Office/XP applications knowledge with a good understanding of currently used software application programs of the Tribe (GroupWise, JDE/KRONOS, Strategy and E-Commerce).

Must be able to perform and convey beginning to complex level computer and software applications instruction. Must have excellent written and verbal communication skills and interpersonal skills. Must exhibit positive attitude and especially during training sessions.

Excellent listening, verbal and written communication skills, including public speaking and ability to perform instructional demonstrations.

Knowledge of general business and team management practices and procedures.

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Minimum Requirements Cont'

Ability to perform management training needs assessments and develop effective customized instructional programs.

Must be able to be cross trained in all instructional sessions offered by Training Department. Working knowledge of effective instructional methods, equipment and materials.

Knowledge of industry trends and data sources.

Ability to research, comprehend and apply new training technology as it advances.

Ability to effectively apply knowledge of instructional methods with individual participants or in a classroom setting.

Ability to sustain participant interest in training topics and materials. Ability to clearly convey technical and non-technical information in an easy to understand manner, for a diverse level of learners.

Ability over time to master all widely used Tribal software programs.

Working knowledge of computer systems, standard business and specialty software programs, and modern presentation formats and technology.

Ability to perform objective evaluations of instructional programs and methods. Ability to evaluate and determine a trainee's level of understanding on trained software/computer/keyboarding applications and certify as such.

Must maintain professional demeanor during instructional sessions, while conducting department activities, and during any representation of the Training Department.

Ability to be innovative with the resources, equipment and training that are available.

Must have excellent customer service skills and have experience working in a team-oriented, collaborative environment.

Must have a valid driver's license and be able to meet the minimum insurance requirements regarding driving record in order to utilize GSA vehicles.

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Minimum Requirements Cont'

Must be willing to submit to and pass alcohol/drug screening and background check.

Indian Preferences

Pokagon Band Indian preferences apply.

Reports to

Training and Development Specialist reports directly to the Director of Human Resources.

Starting Wage Rate PB 11 (Exempt)

Commensurate with education and experience.