

COUNTY OF SOLANO
CLASS SPECIFICATION
H&SS TRAINING/HIRING COORDINATOR
Effective Date of Revision: 8/7/17

CLASS SUMMARY:

Under general direction, plans, coordinates, develops, organizes, assigns, reviews, evaluates and oversees non-technical training and organizational development programs; oversees the processing of personnel transactions including hiring, separations, internal transfers and personnel reports for the Department of Health and Social Services.

DISTINGUISHING CHARACTERISTICS:

This class is characterized by the responsibility for providing division or department-wide support by performing training needs analysis and by coordinating and administering trainings and employee orientations for department employees, supervisors, and managers. The incumbent is responsible for identifying and addressing employee training requirements that cover the full scope of organizational activities in the department. In addition, the incumbent supervises the work of the clerical staff that supports the training coordination responsibilities as well as process employee hires, separations and other personnel actions. This position requires specialized knowledge and experience, and often exercises independent judgment in the performance of duties. This class is distinguished from the:

- **Special Programs Supervisor** class which plans, organizes, directs, and supervises the work of a staff performing program support duties of appeals, foster care, overpayment recovery, quality control, or training, which require substantial involvement in both the public assistance and employment services program
- **Staff Development Trainer** class which provides formal classroom and regulatory training and is not responsible for the development of, and/or coordinating and administration of training needs assessments, or development and/or design of training curriculum and plans.
- **Organizational Development/Training Officer** class which provides planning, coordination and administration of county-wide training and organizational development services.

SUPERVISION RECEIVED AND EXERCISED:

- Supervision is provided by a deputy director or designee.
- Employees in this class supervise supervisory, technical and office support staff.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Exercises management authority for assigned services and activities of the [name of unit] and performs managerial responsibilities such as:
 - monitoring purchases and expenditures;
 - approving non-routine expenditures for workplace improvements, training, computer software and hardware, etc.;
 - providing input to the unit's budget;
 - monitoring goals and objectives of the unit and taking corrective actions as appropriate;
 - recommending and implementing new policies and procedures to eliminate or reduce barriers to efficient or effective production and/or to improve customer service; and

- coordinating and monitoring the work of consultants and contractors by reviewing the performance and quality of work to ensure compliance with the applicable contract and by reviewing and approving claims for payments to ensure conformance with contract provisions and to prevent cost overruns.
- Performs supervisory duties to direct reports and to others (e.g., Staff Development Trainers) through subordinate supervisors (e.g., Special Programs Supervisors) such as:
 - establishing standards for acceptable work products and evaluating performance;
 - interviewing applicants and making selections;
 - reviewing, approving and implementing disciplinary actions and terminations;
 - providing career development mentoring;
 - assigning work and planning and scheduling staff's work activities and deadlines;
 - reviewing work and recognizing employees' work efforts and accomplishments;
 - providing career development mentoring and recommending training and career development opportunities;
 - ensuring that employees are properly trained;
 - reviewing and approving timesheets and requests for leave; and
 - supporting and ensuring compliance with County and Department policies and procedures including those related to equal opportunity and to safety.
- Supervises the work of staff and participates in planning, coordinating and addressing training needs in non-technical subject areas and in processing personnel transactions.
- Conducts and/or directs training needs assessments to identify and assess staff training needs in non-technical subject matter; consults with Department Bureaus and Executive Management staff regarding needs for staff training; monitors ongoing mandated department-wide training.
- Determines and recommends appropriate trainings; designs, develops, conducts, and presents training programs; analyzes operational problems related to departmental work processes, employee competencies and/or work methods and recommends training solutions; advises management of new staff training requirements.
- Develops training plans; researches organizational and staff development needs and County requirements; administers training budget.
- Coordinates and develops the Staff Development training calendar including State mandated training, university and college programs, cross training events, other outside agency training plans.
- Negotiates vendor contacts; develops service plans; acts as contract administrator for all staff development contracts for non-technical subject areas; coordinates with training instructors and/or contracts regarding course design and materials, fee payment, scheduling and contracts.
- Formulates, outlines and writes training/learning objectives; develops, distributes and collects training surveys and consults with appropriate staff to evaluate and determine the effectiveness of training programs for mandated compliance and succession planning.
- Supervises staff in processing personnel transactions and hiring procedures for; applies and explains County rules, policies and regulations to departmental staff; oversees coordination of department requests to fill personnel requisitions; receives and processes certification lists; reconciles lists of current vacancies and of personnel requisitions with Human Resources staff; maintains departmental/division position control, staffing rosters and organizational charts.
- Prepares, composes, or completes various forms, reports, correspondence, agenda items,

agendas, studies, statistical data, spreadsheets, brochures, or other documents; maintains files and records.

- Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.
- Prepares reports relating to the activities of the unit and to other matters.
- May conduct and deliver new employee orientation programs on a regular basis; develops new employee orientation materials.
- May conduct and deliver trainings that subordinate employees conduct and deliver.
- Attends offsite meetings and trainings as required.
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

Experience:

Two (2) years of responsible professional experience in employee development and/or training with responsibility for coordinating, developing and presenting a wide range of staff development programs, which included at least one (1) year of supervisory experience, AND

Education:

A Bachelor's degree is required from an accredited college or university preferably with a major in Business Administration or Public Administration or a related field.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles, practices and methods of adult learning, employee training and organizational development; principles and techniques of training program development, training methodologies and materials development and presentation.
- Administration of related tracking techniques and methods for high volume of courses and attendees.
- Analytical techniques including statistical data gathering, report writing and presentation methods.
- Policies, procedures, and activities of the County and departmental practices as they pertain to the performance of duties; agency goals and purposes; terminology, principles, and methods utilized within the department.
- Laws, standards, rules, and regulations pertaining to specific duties and responsibilities of the position.
- Legislative and judicial analysis resources.
- Principles and practices of supervision; performance evaluation and discipline processes applicable to the public sector; staffing requirements for the program; training and supervisory practices.
- Standard office practices and procedures, including automated database tracking, record keeping and report preparation.

Skill and/or Ability to:

- Operate office equipment including a personal computer, copy and fax machines and printers.
- Operate audio/visual equipment for instructional purposes.
- Drive a motor vehicle.
- Provide support and assistance to management and employees in the development and delivery of training programs.
- Analyze training needs and develop training programs to accommodate identified needs; prepare instructive lesson plans, manuals, handbooks and other training materials
- Interpret, apply and explain complex federal, state and local laws, ordinances, policies and procedures.
- Conduct analytical studies and collect, compile and analyze qualitative and quantitative data.
- Review and install changes in work methods, systems and procedures; develop and implement operational procedures; plan, coordinate and initiate actions necessary to implement policy and administrative decisions; maintain accurate records and document actions taken.
- Understand, interpret and explain laws, regulations and policies governing program operations; research regulations, procedure and/or technical reference materials.
- Prepare budgets, funding proposals and narrative and statistical reports; understand and analyze expenditure reports.
- Organize and prioritize work assignments.
- Determine and evaluate levels of achievement and performance.
- Utilize computer software including word processing, spreadsheet, database, desktop publishing, calendar, e-mail, Internet, and other computer programs.
- Communicate effectively both verbally and in writing with people of diverse socio-economic backgrounds and temperaments; work effectively with others who have objectives counter to assigned role.
- Establish and maintain cooperative working relationships; secure cooperation and teamwork among professional and/or support staff.

PHYSICAL REQUIREMENTS:

- Mobility and Dexterity: Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e., sense of touch) and repetitive motion.
- Lifting, Carrying, Pushing and Pulling – Light Work: Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Vision: Positions in this class require the employee to have close visual acuity with or without correction, to prepare and analyze data, figures and text, transcribe, view a computer terminal, read, etc. Positions in this class also require employees to have depth perception in order to operate a motor vehicle.
- Hearing/Talking: Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

- Office Work: Employees in this class will most often be working in an office setting.
- Traffic Hazards: Employees in this class will be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- Disruptive/Confrontational Human Contacts: Employees in this class may be subject to disruptive and confrontational people.

OTHER REQUIREMENTS:

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any city/county where the applicant has lived, worked or gone to school.
- Independent Travel: Incumbents are required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to monitor and/or supervise staff working at other work sites.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.



Director of Human Resources

- Date Adopted by the Board of Supervisors: March 7, 2006
- Date(s) Revised: August 7, 2017
- Class Code: 345050