



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title:	Trainer	Position Code:	1187-114
Reports To:	Learning and Development Manager	Classification:	Non-exempt
Division:	Human Resources	Date:	03/2024

JOB SUMMARY:

Under administrative direction develops, implements, administers, and evaluates learning and development programs. Fosters continuous learning opportunities for the Metropolitan Library System staff. Manages multiple projects to achieve strategic plan goals and operational objectives.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent internal and external guest service.
- Serves as an instructor to provide professional training in face-to-face, blended, and online environments for adult learners.
- Creates engaging and compelling learning experiences for adult learners individually and in groups of varying sizes.
- Evaluates and assesses different methods, materials, and modalities, and selects appropriate methods, materials, and modalities to maximize training effectiveness.
- Conducts New Employee Orientation (NEO) and the orientation experience for new staff.
- Works directly with the learning and development team and key stakeholders to prepare, coordinate, and deliver training programs, materials, communications, analysis, and reporting requirements.
- Works collaboratively with staff across multiple departments/locations to identify training solutions.
- Identifies opportunities and recommendations to improve the learner's experience.
- Works collaboratively to design and develop content (e.g., audio-visual, handbooks, and/or written online documentation, procedure manuals, guides, and course materials) to meet various training needs.
- Incorporates adult learning theory and instructional design principles in program development and management.
- Streamlines and updates processes and curriculum content, including face-to-face, online or multimedia.
- Identifies how innovative technology can be incorporated into program design and delivery.
- Proofreads and edits self and others' designed materials.
- Solicits survey feedback from learners to ensure the continuous improvement of training programs.
- Researches, identifies, evaluates, and coordinates speakers/trainers for the library's annual staff development day.
- Assists in the planning, organizing and the coordination of the annual staff development day event.
- Collaborates with the learning and development team to complete special projects.
- Serves as a backup administrator for the learning management system.
- Works with the learning and development team on general administrative duties, such as coordinating enrollment, scheduling class times and locations and marketing support.
- Educates staff about learning and development initiatives using various methods of communication, including telephone exchanges, face-to-face interactions, written communications, and multimedia (e.g., screen capture videos).
- Completes all required and assigned training on time.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Maintains and upgrades professional knowledge, skills, and development by attending seminars and training programs, participating in trade organizations, and reading professional journals and publications.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guests' records and the code of professional ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Frequent travel to other library locations
- Occasional travel within the state or nationally for appropriate professional development and networking.

INTERACTION:

- Engages with staff and vendors across all organizational levels, fostering meaningful interactions .

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- Projectors/speakers/microphones/lavaliers
- General Office Equipment
- Video/Media Equipment

MINIMUM QUALIFICATIONS REQUIRED:**Education and Experience:**

- Bachelor's degree from an accredited college or university; and
- Three years of experience professionally facilitating training programs for adult learners individually and in groups of various sizes; and
- Two years of experience applying instructional design methods (face-to-face/eLearning) and creating instructionally sound material using adult learning theory principles.

Licenses and Certifications:

- None

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Two years of experience using content design software; (e.g., Articulate and/or Lectora).
- One or more years of experience using:
 - Video Editing software
 - Screen Capture software.
 - Project Management software
 - SharePoint®

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

- Principles and processes for providing excellent guest service, including meeting quality standards for services, and evaluation of guest satisfaction.
- Instructional design tools & methodologies
- Technology and media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- All computer applications and hardware related to the performance of the essential functions of the job, including Microsoft® Office and Office 365, Adobe® Creative Cloud, online survey tools, and video editing software.

Skill in:

- Using effective and appropriate written and verbal communications with all levels of staff, leadership, and diverse audiences.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Applying advanced knowledge of video conferencing software, including etiquette, chats, breakout rooms, polling, and annotations.
- Nurturing a collaborative atmosphere within a diverse team of people, embracing different cultures and backgrounds.
- Working in a fast-paced environment with multiple projects, deadlines, and frequently changing priorities.
- Preparing clear and concise correspondence, reports, and other written materials.
- Analyzing and resolving office administrative situations and problems.
- Using tact, discretion, initiative, and independent judgment.

Mental and Physical Abilities:

- Ability to speak effectively and dynamically before groups and respond to questions.
- Ability to effectively listen to staff as part of understanding their training needs.
- Ability to be detail-oriented, organized and results-driven.
- Ability to manage time effectively, establish priorities, and meet deadlines with minimal direction.
- Ability to work independently.

- Ability to accept and apply constructive feedback.
- Ability to learn new things, keep up with the pace of technology and adapt into different learning environments.
- Ability to be flexible and work collaboratively with others to achieve objectives.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear, and lift and/or move up to 20 pounds.
- While performing the essential functions of this job the employee is occasionally required to crouch, crawl, kneel, and lift and/or move up to 50 pounds.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.
- Occasional evening or weekend work required.
- This position is eligible for Core and Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.