



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title:	Training Coordinator	Position Code.:	1134-110
Reports To:	Learning and Development Manager	Classification:	Non-exempt
Division:	Human Resources	Date:	03/2024

JOB SUMMARY:

Under administrative direction, the Training Coordinator will organize and support various programs to promote the learning and development initiatives of the Library by participating in the project management of assignments related to developing and/or designing new learning and development programs, processes, and practices. Responsibilities include data collection and review, reporting analytics, and administrative activities associated with the Learning Management System (LMS). The Training Coordinator also schedules and organizes development training events and programs and works with a variety of technology to assist in developing and delivering curriculum and to create interactive and video content.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent customer service.
- Performs administrator functions and provides oversight, management and troubleshooting of the LMS, including working with the LMS provider and outside content vendors.
- Creates all events/courses in the LMS and markets to staff using the LMS and other communication modalities.
- Manages event/course enrollments, cancellations, waitlists, pre-requisites, email reminders, and attendance tracking using the LMS.
- Ensures all internal and external learning and development activities are monitored and tracked using the LMS.
- Assists and 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).
- Coordinates all logistical components of events/courses, including scheduling of spaces and equipment, printing materials and assisting with pre and post set-ups; maintains ongoing communication with the owner of event/course.
- Maintains internal tracking applications and databases.
- Assist in identifying and aggregating pre-existing video content from our vendor partners to be managed in the LMS.
- Assists in the evaluation of events/courses by issuing course evaluations/and or questionnaires using online survey tools and compiling/communicating the results for analysis.
- Facilitates the orientation and onboarding of new staff and other informational service training/workshops.
- Streamlines and updates training processes and curriculum content, including face to face, online or multimedia.
- Assists with the curation, development and creation on the annual training calendar of events/courses.
- Assists with analysis and evaluation of new and existing training to determine if technological elements can be brought into the design of the course.
- Develops relationships and serves as a Learning and Development liaison to assist staff and subject matter experts.
- Assesses purchases and maintains inventory of all departmental equipment and supplies.
- Provides administrative assistance and support for the department.
- Assists with monitoring budgets related to departmental events and expenditures.
- Assists with data collection for the annual Learning and Development Report.
- Creates, develops, and edits video projects to stand-alone or be a part of course content using various software programs.
- Assists in mentoring system trainers by providing support, instruction and training on Library programs, methods and other areas related to Library services.
- Assists in the planning, organizing and the coordination of the annual staff development day.
- Creates new documents/modules and/or fillable forms using various software.
- Analyzes current trends and related developments in technology that may improve delivery of course content.
- Maintains and upgrades professional knowledge, skills, and development by attending seminars and training programs, participating in trade organizations, and reading professional journals and publications.
- Drives personal vehicle to and from various locations.
- 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 customers' 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:

- Interaction with all levels of staff and vendors.

MATERIAL AND EQUIPMENT USED:

- Computer(s)/Printer(s)
- General Office Equipment
- Video/Media Equipment
- Vehicle (personal)

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Bachelor's degree from an accredited college or university; and
- One or more years' experience working with a Learning Management System in a non-learner role.

Licenses and Certifications:

- Valid State Driver's License
- Current motor vehicle insurance

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- One or more years of experience using:
 - Video/editing software
 - Screen capturing software
 - Project Management software
- Knowledge of adult learning theories/working with adults.
- Knowledge of rapid authoring and/or eLearning authoring tools.
- One or more years' experience in a training or development capacity.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and processes for providing excellent customer service, including meeting quality standards for services, and evaluation of customer satisfaction.
- 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 performance of the essential functions of the job, including Microsoft® Office, Adobe® Creative Cloud, online survey tools, and video editing software.

Skills in:

- Using exceptional interpersonal skills that build and maintain strategic relationships with staff.
- Accurately proofreading copy with accompanying knowledge of grammar, punctuation and spelling.
- Preparing clear and concise correspondence, reports, and other written materials.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Using effective and appropriate communication skills with diverse audiences.
- Analyzing and resolving office administrative situations and problems.
- Utilizing effective critical thinking and creative problem-solving skills.
- Adapting to changing priorities and needs on a consistent basis.
- 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 learn new things, keep up with the pace of technology and adapt into different learning environments.
- Ability to manage time effectively, establish priorities, and meet deadlines with minimal direction.
- Ability to work independently.
- Ability to be flexible and work collaboratively with others to achieve objectives.
- Ability to concentrate and pay close attention to detail with constant breaks in concentration associated with answering phone calls or speaking in person to individuals requiring assistance.
- 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, bend, stoop, and lift and/or move up to 25 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.