

## INSTRUCTOR II

### NATURE AND VARIETY OF WORK

This is full performance level professional work responsible for the training and development requirements of a broad specialty area or in a special subject-matter field. Incumbents research, develop, and deliver training programs, plan and facilitate team building initiatives, and perform related work as required.

### EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Consults departments and agencies on various training/personal development issues.

Assesses training needs and objectives of various divisions/departments and makes recommendations on program offerings.

Develops and presents various training and development programs based on needs assessment.

Coordinates the delivery of various training and development programs.

Researches, assesses, and makes recommendations on the procurement of new training programs and courseware packages, and supports development of appropriate courseware tools.

Prepares course descriptions for inclusion in training program catalogues and announcements.

Designs, develops, and reviews course training materials.

Conducts team-building exercises and various organizational development activities at the work group or department level.

Plays a support role in the implementation of various organizational development activities.

Schedules student training in consultation with departmental training coordinators.

Maintains the training calendar and schedule for the training rooms.

Prepares the training environment and resources, including setting up computers and peripheral equipment.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

#### REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of adult learning theory, methodologies, and course design techniques.

Knowledge of group/team dynamics.

Ability to conduct training needs assessments and develop and present training programs.

Ability to manage projects.

Ability to facilitate meetings and consult with agency staff and management.

Ability to keep current on the latest training theory and practice.

Knowledge of trends in computer technology relating to software.

Knowledge of desktop applications.

Ability to work independently and as a member of a team.

Ability to communicate effectively, both orally and in writing, with internal and external customers.

Ability to demonstrate excellence in customer service.

#### MINIMUM QUALIFICATIONS

Bachelor's Degree in education, business or public administration, or a closely related field, plus one (1) year of professional experience in training or educational instruction; or an equivalent combination of education, training, and experience.