

### INSTRUCTOR III

#### NATURE AND VARIETY OF WORK

This is senior/lead level professional work responsible for the design and delivery of various training programs. Incumbents develop, prepare and manage course material for assigned blocks of instruction and conduct classroom training. May lead subordinate staff in the implementation of training projects and programs. Work is evaluated as it contributes to customer satisfaction, cost effectiveness, effectiveness of results, and quality of production.

#### EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Counsels managers in the areas of training, team building and organizational development/change management.

Develops various training and/or organizational development strategies that are consistent in terms of impact and are aligned with the long term strategic direction sought by the County Executive and deputies.

Assesses training needs or oversees the assessment process and recommends programs to meet identified needs to County and/or agency management.

Conducts agency specific competency and capacity assessments to develop individual and group strategies to further the goals of the agency.

Designs, develops, and presents various training programs based on needs assessment.

Assesses how work groups function, and develops interventions to improve processes, communication and group interaction.

Trains managers and supervisors on group dynamics and coaches them on managing change.

Establishes and maintains a database to track training participants' status and results.

Creates and administers training evaluations. Analyzes results, makes recommendations for training improvement, and integrates changes in curriculum and/or courses.

Drafts grant proposals, makes recommendations on budgets, program policies, and goals.

Identifies and recruits instructors and external course providers for specialized training needs.

Recommends purchases of instructional materials, supplies, equipment, and visual aides designed to meet training needs.

### REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Thorough knowledge of various adult learning styles and group dynamics.

Ability to manage projects, facilitate groups, and consult on training issues.

Ability to assess training and development at the agency level.

Ability to serve as a senior trainer, providing guidance/supervision and instruction to other trainers.

Thorough knowledge of instruction techniques and course development.

Ability to analyze work processes, competencies, communication and motivation systems.

Knowledge of trends in computer technology relating to software.

Working knowledge of desktop applications.

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 two (2) years of professional experience in training or educational instruction; or an equivalent combination of education, training, and experience.