

Job Class Profile: Manager of Municipal Training Program**Pay Level: CG-35 Point Band: 766-789**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	4	2	3	5	5	5	1	2	
Points	280	67	13	14	150	108	103	21	21	777

JOB SUMMARY

The Manager of Municipal Training Program is accountable for the overall management of the municipal training function. This includes development, delivery, coordination and evaluation of all learning and development initiatives designed to improve and strengthen the overall leadership, administrative and operational skills of municipal councillors, administrators, and elected officials.

Key and Periodic Activities

- Develops training resources that further enhance competencies in the area of local governance (i.e. cash handling, budgeting, municipal orientation, interpersonal communications, etc.) based on identified training needs and priorities.
- Administers all aspects of the training cycle including, needs assessment, selection of resource personnel, program delivery, and evaluation.
- Manages logistical requirements (i.e. resources, facilities, registration, etc.) for departmental training initiatives.
- Represents the department on the Municipal Training Advisory Committee.
- Provides training and development advice, guidance, and consultation to departmental directors, managers, municipal governments, and other external organizations.
- Acts as a signing officer for the Municipal Training and Development Corporation.
- Prepares briefing notes to Executive as required.
- Coordinates the presentation of Long Service Awards to municipal administrators and elected officials, including the creation of informational material, receiving applications, assessing eligibility, and presentation of awards.
- Provides advice and guidance to departmental management and staff on the development of policy documents relating to training and development.
- Serves as chair of the departmental website committee.
- Drafts circulars and letters as requested by Departmental Executive.

SKILL**Knowledge****General and Specific Knowledge:**

- Knowledge of emerging trends in adult learning, course design and the development of instructional activities.

Formal Education and/or Certification(s):

- Minimum: Undergraduate degree in Education, Business, or Social Sciences.

Years of Experience:

- Minimum: 3 years to 4 years of experience.

Competencies:

- Write memos, letters, and other documentation.
- Use various computer software programs (i.e. spreadsheet, word processing, database).
- Provide coaching and facilitation services to municipal officials.

Interpersonal Skills

- A range of interpersonal skills are used to listen to others, ask questions to gather information, communicate complex information and provide routine information and direction to others occurs.
- Communications occur with employees within immediate work area and departments, supervisors and managers, and other Municipal/Provincial/Federal representatives.
- The most significant contacts are managers/supervisors within the Department, Professional Associations, and other municipal representatives as it is essential to establish good working relationships with these contacts when discussing municipal training issues.

EFFORT

Physical Effort

- Work demands do not result in considerable fatigue or require periods of rest.
- Work provides the opportunity to occasionally stand and walk within the office environment.
- Constantly required to perform fine finger/precision work while sitting at the computer.
- Occasionally required to stand when delivering training and to drive to various locations to perform work duties.

Concentration

- **Visual** alertness and **attention to detail** is required when developing and reviewing documents.
- **Auditory** concentration includes occasionally listening to stakeholders to ensure information is captured correctly.
- Regular **interruptions create a lack of control over the work pace**. Reporting **deadlines** occur periodically.
- **Exact results and precisions** are required when determining the eligibility of applicants for Long Service Awards and when authorizing expenditures from the Municipal Training and Development Bank.

Complexity

- Work involves a series of tasks and activities that are quite different and unrelated requiring a broad range of skills and knowledge.
- Typical challenges/problems involve the development of quality programs to meet the diverse

needs of Municipalities in the province.

- Issues and challenges are addressed by working closely with departmental personnel (i.e. managers, directors, regional directors, and executive) and municipal representatives.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed or controlled.
- Without formal approval decisions can be made regarding authorization of expenditures by the Municipal Training and Development Corporation, design/content of training presentations, content on Department's website, and eligibility for Long Service Awards.
- Formal approval is required for letters written on behalf of the Executive, retention of resource personnel for the delivery of training, and policy development.
- A high degree of discretion and judgement is exercised when providing advice to municipalities on reimbursement programs, application of eligibility guidelines for Long Service Awards, and design, development, and delivery of training programs.

Impact

- Impacts generally affect the department and clients/general public.
- Work activities impact processes and systems, information, finances and corporate image.
- Inaccurate delivery of training content may affect how municipal leaders conduct business within their communities. Interpretations may be made based upon the content of training delivered that can negatively impact the municipality and its elected officials.

Development and Leadership of Others

- Not responsible for the direct supervision of staff.
- Provide formal training to elected municipal officials within the province.

WORKING CONDITIONS

Environmental Working Conditions

- Not required to follow any unusual special precautions or use safety equipment.
- May experience glare from computer monitors on a regular basis, and are occasionally required to travel for work.