

Job Class Profile: Training Specialist**Pay Level: CG-33 Point Band: 718-741**

| Factor | Knowledge | Interpersonal Skills | Physical Effort | Concentration | Complexity | Accountability & Decision Making | Impact | Development and Leadership | Environmental Working Conditions | Total Points |
|--------|-----------|----------------------|-----------------|---------------|------------|----------------------------------|--------|----------------------------|----------------------------------|--------------|
| Rating | 5 | 6 | 3 | 3 | 4 | 5 | 4 | 1 | 2 | |
| Points | 233 | 100 | 19 | 14 | 120 | 108 | 83 | 21 | 21 | 719 |

JOB SUMMARY

The Training Specialist performs professional work in planning, designing, organizing and delivering training and communication activities for a specialized program area. Responsible for providing training services which may include interpretation of legislation, relevant agreements, regulations or policies related to the program area. Work includes the development of training and information programs/seminars and related promotional materials and may involve making recommendations regarding changes in training programs.

Key and Periodic Activities

- Identifies training needs and develops long-term objectives to implement awareness and educational programs, workshops and information sessions for a specialized program area.
- Administers, co-ordinates and conducts program specific training programs, workshops and information sessions (i.e. Firearm Safety/Hunter Education; Forest Fire Management Training; Government Pension Program; Computer Software).
- Co-ordinates scheduling of training courses and participants.
- Develops/acquires and maintains suitable training aids, literature and manuals relevant to the program area.
- Evaluates training programs for effectiveness.
- Liaises with relevant government departments, industry and non-profit agencies regarding the development of related training.
- Acts as a resource person for the specialized program area and answers related inquiries.
- Interprets and explains relevant legislation, acts and regulations.
- Prepares reports on training/course statistics.
- Maintains/updates relevant web page information and databases.
- Prepares newsletters.
- Participates in various program specific committees.
- Co-ordinates webinars.

SKILL**Knowledge**

General and Specific Knowledge:

- Relevant legislation, acts and regulations as they relate to the specialized program area.
- Collective agreements.
- Computer software programs.
- Adult education.

Formal Education and/or Certification(s):

- Minimum: Undergraduate Degree in Adult/Vocational Education or Business Administration or 2 Year Diploma relevant to the specialized program area.

Years of Experience:

- Minimum: 2 to 3 years of experience.

Competencies:

- Facilitation and presentation skills.

Interpersonal Skills

- A range of interpersonal skills are utilized and include listening to information; asking questions to gain and/or clarify information; providing routine and complex information; teaching, training and instructing; facilitating training sessions and conducting presentations. Must be able to explain complex information in a clear and concise manner to ensure understanding of the information being presented (i.e. legislation, acts or regulations).
- Communications primarily occur with training participants; co-workers, managers and supervisors and members of external agencies and organizations involved with the training.

EFFORT**Physical Effort**

- Work demands occasionally result in fatigue, requiring periods of rest.
- Lifting and moving of training related materials and equipment weighing less than 10 lbs. occurs occasionally.
- Sitting while working on the computer is a regular occurrence while standing and walking occurs occasionally when conducting training sessions and presentations. Driving to and from training sites is occasionally required.
- Depending on the nature of the training, work may occasionally require the use of hand tools and gross motor skills to setup training rooms and equipment.
- Computer work, requiring fine finger and precision, occurs regularly to develop presentations and training materials.

Concentration

- **Visual** concentration and **eye hand co-ordination** are constantly required to perform computer work including developing PowerPoint presentations, entering data into various spreadsheets and databases, developing training and promotional materials including manuals, newsletters and information pamphlets.
- **Auditory** concentration is a regular requirement to listen to training participants during training sessions and to answer any questions.
- **Repetition requiring alertness** is evident with the typing involved in developing presentations

and training and promotional materials to be used in training.

- **Time pressures and lack of control over work pace** occur occasionally when changes to training or presentations are required or when multiple training related projects are ongoing at the same time.
- Training logistics require **exact results and precision** work as does preparing reports and developing presentations with accurate and relevant information.

Complexity

- Typical challenges or issues revolve around the development and delivery of program specific training courses and programs, including the logistics related to training (scheduling training dates and participants, arranging instructors and training locations); the development of training materials and presentations to explain often complex information and conducting training and/or presentations to facilitate knowledge transfer.
- References available to address any work issues or challenges include application legislation, acts and regulations; policies and procedures; training and instructional manuals and supervisors/managers.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed as they are performed under the general direction of a supervisor with a high degree of initiative and independent judgement in the development and delivery of training.
- Develops learning content for training sessions and presentations including the layout and format of brochures, posters and promotional materials. Orders appropriate training and promotional materials. Schedules training sessions. Recommends changes in policy or process as it relates to training initiatives.
- Purchasing of training materials and travel approvals require supervisory approval as does any revisions made to policy and procedures manuals or training materials to be handed out to participants.
- Independent discretion and judgement is exercised when co-ordinating the delivery of training sessions and workshops and resolving any related issues (i.e. scheduling instructors, shipping training materials, etc).

Impact

- Impacts are generally felt within the immediate work area and department and sometimes outside the organization depending on the nature of the training provided. Training participants are directly impacted.
- Review of tasks and activities is based on periodic observations, results achieved and compliance with program objectives.
- Results of work tasks and activities have a direct impact on training information being presented, training methods and materials used, human resources required in terms of instructors needed and on corporate image.
- If training does not meet the identified need(s), then training participants will not acquire the knowledge/skills to effectively complete their work. This may result in inaccurate or

incomplete information being provided, wasted time and financial resources, and possibly a negative effect on corporate image.

- Mistakes or errors are identified and resolved within 24 hours or earlier.

Development and Leadership of Others

- Does not have responsibility for the supervision of staff.
- Development and leadership responsibilities exist primarily with providing advice, guidance, feedback and training within the specific program area.

WORKING CONDITIONS

Environmental Working Conditions

- The requirement for special precautions or safety equipment depends on the nature of the training being provided. Provision of computer related training does not require any special precautions however training in Firearm Safety and Hunter Education may require eye and ear protection, fall arrest systems and proper clothing.
- Limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures or injury or illness resulting in partial or total disability.
- Depending on the nature of the training provided, there may be occasional exposure to unusual/distracting noise, computer glare, travel (sometimes involving adverse weather conditions) and fumes.