

GRADE: 12

OFFICE: Legal and Human Resources/Human Resources/ Organizational Development

POSITION SUMMARY:

The training specialist supports the Tulsa Health Department’s Organizational Development team through effective and high quality training delivery and facilitation. The Software Applications Trainer is responsible for providing end user training for software applications. This position will also be responsible for developing training materials to be presented to staff through face-to-face, online learning opportunities, and virtual options. This position requires an expert level knowledge with all Microsoft Office and Office 365 applications. Must be willing to self-learn new software as needed and must have exceptional customer service skills.

This position assists with maintaining curriculum in the following ways; content creation and updates, gathering accurate informational resources, and collaborating on program offerings. Ability to follow brand strategy and aesthetic components of THD University, the learning management system utilized to further the THD mission, values, and programs. Collaborate across diverse groups of employees to ensure trainings meet learning objectives and are aligned with Tulsa Health Department workforce goals. Support Organizational Development Manager in carrying out Professional Development programs, workshops, and interventions which have been created to fortify employee and leader competencies. This position is part of the Public Health Infrastructure Grant focusing on recruiting, retaining, supporting, and training the public health workforce.

The following functions represent the majority of the duties performed by the position, but is not meant to be all-inclusive or prevent other duties from being assigned when necessary.

ESSENTIAL JOB FUNCTIONS:

1. Facilitate prescribed monthly training sessions using previously developed curriculum and training guides to ensure learning outcomes are achieved.
2. Plans, designs, develops, and delivers training and instructional programs, using instructor-led, train-the-trainer, electronic/web-based, and/or multimedia training methods and formats. Collaborates with other IT support staff to create online training modules and deliver scheduled and just-in-time application training opportunities.
3. Conducts trainings as needed, including, but not limited to, New Hire and subject-specific trainings.
4. Maintains subject matter expert knowledge of THD’s software applications– proficient in its functionality, features, and limitations; well-informed of new features and releases.
5. Utilize various presentation techniques to ensure engagement, knowledge transfer, and skill development as well as efficient and fun learning.
6. Develops training materials to include training handbooks, guides, multimedia visual aids, web-based tutorials, and standard operating procedures.
7. Perform administrative duties for the Organizational Development department
8. Maintain relationships and partnerships with employees across all levels of THD
9. Provide project support for key initiatives organization wide and within specific departments
10. Maintain training and development calendar to provide continuous learning opportunities while mitigating training conflicts.
11. Monitor metrics to measure the effectiveness of training initiatives and professional development programs
12. Compile reports from various databases and software platforms

13. Update Organizational Development process and procedures manual
14. Collaborate with Organizational Development Manager to develop curriculum
15. Complete required training in support of duties and responsibilities of this position.
16. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS / SPECIFICATIONS:

Education: Bachelors or Associates degree in a relevant field such as Education, Information Management, or Information Technology. Adult education, communication, leadership, or organizational development preferred. Formal training or certification in training delivery a plus.

Experience: Experience training individuals (coworkers, volunteers, students, etc.) on a process or concept in a workplace setting. Experience performing training on Microsoft products. 1-3 years of administrative support including maintaining calendars/appointments, generating reports, maintaining and updating documents for internal and external distribution, and tracking multiple projects at the same time is a plus.

Knowledge/Skills:

- Experience creating and managing a learning and development site
- Excellent interpersonal, organizational, and writing skills necessary.
- Excellent communication skills across diverse populations are required in communicating effectively with all levels of participants and employees.
- Excellent time management skills and the ability to prioritize work
- Strong internal motivation to seek out and learn new information
- Ability to understand and apply complex information such as adult learning concepts, motivational interviewing and principles in classroom instruction.
- High level of comfort creating presentation content including graphics using PowerPoint, Adobe Products, Canva, and various other platforms
- Ability to assess and understand the importance of visual aesthetic to influence learning
- Computer competency required, with use of Adobe Products and MS Office Suite, Power Point, Excel, Word, and Outlook.
- Ability to work cooperatively with people at all levels with respect and ability to respond appropriately in a variety of complex situations.
- Solutions based mindset, critical thinking and openness to innovation

Licenses: Microsoft Certified Instructor certification a plus.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Internal contact with the Executive Director, Associate Exec. Dir, Director's, managers and THD employees.
- Frequent internal contact with other HR/ OD/ IT personnel to provide and gather information.

PHYSICAL EFFORT:

- Move light objects weighing less than 20 pounds short distances.
- Move about in an office setting. Verbally communicate in front of small and large groups of people.
- This role routinely uses standard office equipment such as computers, phones, and photocopiers.
- Repetitive hand and arm movement related to computer and telephone operation. Reaching, grasping, talking and visual acuity are required to effectively work in this role.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision – None

Indirect Supervision – None

Budget/Money/Material – Responsible for assigned computer hardware and software equipment

Reports to – Organizational Development Manager

WORKING CONDITIONS:

- Must be flexible to meet the needs of various schedules; hours may fluctuate based on priority of deadlines and workload.

SPECIAL REQUIREMENTS:

- Must maintain THD record confidentiality according to HIPAA regulations.
- Must possess ability and willingness to perform job-related travel as needed.

FLSA Status: Nonexempt