

**CLASS TITLE:      EDUCATIONAL TRAINER**

**BASIC FUNCTION:**

Under the direction of an assigned supervisor, design, implement and present performance based services to contracted clients, including consultative selling, training, development of training materials, management of a training calendar, and performing continuous customer needs analysis and support.

**REPRESENTATIVE DUTIES:**

Performance consulting:

- Use a consultative selling approach to determine the customer's needs. *E*
- Identify customer needs. *E*
- Work with customer management group to develop recommendations and service proposals. *E*

Curriculum development:

- Research, plan and write training modules based on customer needs and incorporating experiential objectives. *E*
- Design and create supporting training materials, including handouts and visual aids. *E*

Customer support:

- Maintain a consultative relationship with customers. *E*
- Provide feedback to the customer management group regarding new developments and information learned while providing services. *E*
- Provide additional recommendations to the customer management group based on new developments and information learned. *E*

Training:

- Provide performance-based training to a diverse clientele using the experiential method of delivery. *E*
- Devise measures of effectiveness to evaluate the training in reaching customer goals. *E*
- Provide feedback to the customer management group regarding necessary changes in training to reach customer goals. *E*

Assessment:

- Determine customer needs through the use of a variety of assessment tools, including job/task analysis, skill assessments, and needs assessment tools. *E*

General:

- Attend training/professional development as determined by the management team. *E*
- Maintain and provide regular reports and information, including sales reports, progress reports, and training schedules. *E*

- Participate in meetings and other cooperative efforts.
- Related duties as assigned.

## **KNOWLEDGE AND ABILITIES:**

### **KNOWLEDGE OF:**

Project management/coordination techniques and procedures.  
Training and facilitation techniques to communicate with and train a diverse audience.  
Experiential training methods.  
Comprehensive curriculum development techniques in a wide range of business topics.  
Technical writing applications and processes.  
Principles of design and production of training materials.  
Performance consulting process.  
Assessment tools.  
Modern office procedures and methods.  
English usage, spelling, grammar and punctuation.

### **ABILITY TO:**

Train using the Experiential Method.  
Perform customer needs analysis.  
Develop training modules and provide customer support individually or in group training sessions.  
Ensure integration and consistency in the development and delivery of services.  
Coordinate multiple projects with initiative and a minimum of supervision.  
Understand the organization and operation of the district and of outside agencies as necessary to assume assigned responsibilities.  
Interpret and apply administrative and departmental policies and procedures.  
Work with a customer management team.  
Communicate effectively orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.

## **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Bachelor's degree and two years related experience in training, consultative sales, and project management.

## **LICENSES AND OTHER REQUIREMENTS:**

Possession of, or ability to obtain, a valid California driver's license.

## **WORKING CONDITIONS:**

### **ENVIRONMENT:**

Office environment.  
Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

- |    |                               |    |                                      |
|----|-------------------------------|----|--------------------------------------|
| 1. | Seldom = Less than 25 percent | 3. | Often = 51-75 percent                |
| 2. | Occasional = 25-50 percent    | 4. | Very Frequent = 76 percent and above |
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|----------|----|--|
| <u>4</u> | a. | Ability to work at a desk, conference table or in meetings of various configurations.      |
| <u>2</u> | b. | Ability to stand for extended periods of time.   |
| <u>4</u> | c. | Ability to sit for extended periods of time.   |
| <u>4</u> | d. | Ability to see for purposes of reading printed matter.                                     |
| <u>4</u> | e. | Ability to hear and understand speech at normal levels.                                    |
| <u>4</u> | f. | Ability to communicate so others will be able to clearly understand a normal conversation. |
| <u>2</u> | g. | Ability to bend and twist.   |
| <u>1</u> | h. | Ability to lift <u>10</u> lbs.   |
| <u>1</u> | i. | Ability to carry <u>10</u> lbs.  |
| <u>3</u> | j. | Ability to operate office equipment.   |
| <u>1</u> | k. | Ability to reach in all directions.  |

*This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.*