

# COUNTY OF SOLANO

## Class Specification

### ORGANIZATIONAL DEVELOPMENT AND TRAINING SPECIALIST

DATE: 9/27/2022

#### CLASS SUMMARY

Under general supervision, assists in planning, coordinating, facilitating, and evaluating countywide employee, supervisory, management, and leadership training and development programs. Responsible for the full scope of administrative and training duties for less complex programs.

This class is a paraprofessional class located in the Department of Human Resources. Incumbents independently make decisions and judgments and complete assignments with minimal direction and control.

#### DISTINGUISHING CHARACTERISTICS

This class is distinguished from the:

- **Organizational Development and Training Officer**, who has management responsibility for the Department of Human Resources' Training and Organizational Development unit and its countywide training and organizational development services.
- **Human Resources Analyst class series** where incumbents perform professional human resources analytical work in the areas of labor relations, recruitment and selection, classification, and compensation. Incumbents may assist with training and organizational development activities as an auxiliary function to primary duties.
- **H&SS Training/Hiring Coordinator**, who is assigned to the Department of Health and Social Services and provides division- and department-wide support with non-technical training and organizational development programs; and oversees the processing of personnel transactions such as hiring, transfers, and separations.
- **Staff Development Trainer** and **Child Support Training Specialist** classes that are assigned to the Department of Health and Social Services and provide induction and in-service training on regulatory, technical, and procedural topics related specifically to eligibility services, employment services or child support services.

#### SUPERVISION RECEIVED AND EXERCISED

- Supervision is received from the Organizational Development and Training Officer or a higher-level management position.
- May provide lead direction to technical and administrative support staff assigned to the unit.
- May provide technical direction to training staff in line departments.

**ESSENTIAL DUTIES** This class specification represents the core areas of responsibilities, specific position assignments will vary depending on the needs of the department.

Plans, facilitates, and conducts countywide staff and management training and organizational development programs by:

- consulting with departments and evaluating requests to determine training needs, recommending training programs and other interventions to meet requirements;
- conducting needs assessments and task analyses using a variety of assessment tools such

as survey platforms and key informant interviews; creating and conducting facilitated focus groups and generating online surveys;

- advising line department managers in developing training plans and goals and requests for special training programs;
- assisting with establishing and monitoring programs with local educational institutions;
- researching pertinent subject matter literature and conferring with job experts to establish subject matter foundations;
- assisting with developing and writing training curricula and objectives, lesson outlines and plans, and methods of instruction;
- preparing training materials, audio-visual aids, and announcements;
- adapting and modifying training curriculum for small and large groups using a variety of learning modalities;
- arranging for and coordinating trainers/facilitators and subject matter specialists to provide training in specialized areas;
- arranging for and coordinating facilities and audio-visual and other equipment; preparing and disseminating facilitator and participant workbooks, course handouts, and manuals;
- managing less complex training programs including program design, enrollment management and stakeholder management;
- assisting in creating web-based training courses using best practices in e-learning instructional design and software; administrating the County's Learning Management Systems;
- developing and conducting New Employee Orientation; and,
- assisting in evaluating the effectiveness of training programs and making revisions as needed.

Assists management in the unit's administration, by

- gathering cost data on training materials, equipment, outside workshops, and other training related expenses for budget recommendations and expenditure monitoring;
- maintaining training activity records; preparing reports and correspondence;
- attending meetings and conferences; representing the department and unit in meetings with representatives from various County and non-County organizations, with local businesses, with customers, and the public.
- responding to service complaints and recommending changes to improve customer service;
- reviewing unit's procedures, practices, and work methods to increase effectiveness and efficiency of operations; monitoring the achievements of operational goals and objectives; and
- establishing and maintaining effective communications with educational institutions and governmental agencies as to training programs and academic curricula.

May provide lead direction to support staff by assigning, reviewing, and providing feedback on assignments.

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

### **Education and Experience:**

- **Education:** Associate degree, or 60 semester/90 quarter units, from an accredited college with major coursework in human resource development, career development, organizational development, adult education, social or behavioral sciences, psychology, communications, or a field closely related to the intent of this class;  
and
- **Experience:** Two (2) years of experience planning, designing, and delivering educational and organizational development, employee development, and/or training programs to supervisors and line staff.

Note 1: Additional qualifying experience of the type noted above may be substituted for the required education on a year-for-year basis.

Note 2: Experience in a public or community-based agency is highly desired.

### **Licensing, Certification and Registration Requirements:**

- Incumbents are required to possess a valid California Driver's License, Class C, by the date of appointment. It must be kept current while employed in this class. Failure to do so may constitute cause for personnel action in accordance with Civil Service Rules and/or applicable bargaining agreement.

### **REQUIRED COMPETENCIES**

#### **Knowledge of:**

- Principles, practices, and methods of adult learning styles, employee training, and organizational development; curriculum and program development; training program design and presentation; and materials development.
- Training theories and assessment, design, development, implementation, and delivery including materials and presentation.
- Learning technologies and common techniques utilized in providing in-service training delivery.
- Effective communication and facilitation methods and aids used for training programs and presentations.
- Web based training and e-learning software, design, implementation, and facilitation.
- Effective methods of using audio/visual equipment and other training aids or materials.
- Administration of related tracking techniques and methods for high volume courses and attendees.
- Analytical techniques including statistical data gathering, report writing and presentation methods.
- Policies, procedures, and activities of the County and departmental practices as they pertain to the performance of duties; agency goals and purposes; terminology, principles, and methods utilized within the department.
- Communication theories, practices, and techniques including conflict resolution and presentations for groups of various sizes in a positive, inclusive, and motivational manner.
- Coaching, performance improvement, knowledge management, and change management.

- Supervisory principles and practices.
- Standards and accepted principles of leadership, on-the-job training, and work review.
- Practices and techniques of administrative and statistical analysis, statistical report preparation, and graphic presentation of analyses.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Formats and appropriate terminology for written communications such as business correspondence, policies, procedures, and narrative reports.
- Mathematics for developing, preparing, and completing numerical, budgetary, and/or statistical reports.
- Standard office procedures and practices including, but not limited to, equipment; personal computers and software; automated database tracking; record keeping; and report preparation.

**Skills/Abilities to:**

- Provide support and assistance in planning, designing, delivering, and assessing training and organizational development programs.
- Understand and apply evidence-based training and relevant training culture.
- Adapt to evolving learning environments.
- Identify short- and long-term training and development needs utilizing assessment tools such as surveys, key informant interviews, and other relevant methods.
- Develop and write training materials, including training announcements, class expectations, facilitator and participant workbooks, lesson plans, course handouts, manuals, etc.
- Facilitate large and small group discussions and training sessions.
- Train professional, technical and clerical employees.
- Conduct studies and collect and analyze qualitative and quantitative data.
- Initiate actions necessary to implement changes and improvements in work methods, systems, and procedures.
- Utilize computer software including word processing, spreadsheet, database, desktop publishing, calendar, e-mail, internet, audio-visual, and other programs and applications.
- Prepare budgets, expenditure reports, funding proposals, and narrative and statistical reports and documents.
- Interpret, apply, and explain federal, state, and local laws, ordinances, policies, and procedures governing program operations.
- Communicate information and ideas clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with employees at all organizational levels and representatives of other groups and organizations; and interact tactfully and effectively with people of diverse socio-economic backgrounds and temperaments.
- Establish and maintain effective communications with educational institutions, vendors, governmental agencies, and other outside contacts.
- Prepare written communications including reports, policies, procedures.

- Perform technical and specialized tasks and functions in an independent, competent, and timely manner
- Manage concurrent work projects and carry them through to successful completion; organize and prioritize work assignments.
- Use modern office equipment including computers and related software applications.

### **PHYSICAL REQUIREMENTS**

- Mobility and Dexterity: Employees in this class are required to perform the following: stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e., sense of touch), and repetitive motion.
- Lifting, Carrying, Pushing and Pulling -- Sedentary Work: Employees in this class exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Vision: Employees in this class are required to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc., and have depth perception to operate a motor vehicle.
- Hearing/Talking: Employees in this class are required to perceive the nature of sounds at normal speaking levels, with or without correction, and receive detailed information through oral communication. Employees in this class are also required to be able to communicate to express or exchange ideas.

### **WORKING CONDITIONS**

- Office Work: Employees in this class will most often be working in an office setting.

### **OTHER REQUIREMENTS**

- Background Checks: The County may conduct background check and/or reference checks on candidates prior to appointment to positions within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any state, county, and city where the candidate lived, worked, or gone to school.
- Independent Travel: Employees in this class may be required to travel independently to perform work at other work sites, attend meetings with other County employees, attend meetings with community organizations, and so forth.
- Hours of Work: Employees in this class may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.



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**Director of Human Resources**

**CLASS HISTORY AND CLASS INFORMATION**

- Date Approved by the Civil Service Commission: N/A
- Date Adopted by the Board of Supervisors: 9/27/2022
- Date(s) Revised:
- Date(s) Retitled and Previous Titles of the Class:
- Class Code: 49402C