**Calcasieu Parish Public Library**

**POSITION DESCRIPTION**

**POSITION TITLE:** **SYSTEM TRAINER DEPARTMENT:** **HUMAN RESOURCES**

**CLASSIFICATION: EXEMPT APPROVED BY: HUMAN RESOURCES**

**REPORTING RELATIONSHIPS**

**POSITION REPORTS TO: HUMAN RESOURCES DIRECTOR**

**POSITIONS SUPERVISED: NONE**

**POSITION PURPOSE**

The goal of the System Trainer is to collaborate with library divisions and managerial staff to increase the competencies and performance of all library employees in alignment with library goals and values. The System Trainer, in partnership with mangers, is responsible for the coordination of all phases of relevant learning and development including employee assessment, instructional planning, design, coordination, implementation, and delivery as well as employee monitoring and evaluation.

Responsibilities include all new employee introductory training, extensive knowledge of and some administrative duties of learning management systems (LMS), human resources integrated system (HRIS), performance tracking software, Microsoft Office 365, integrated library system (ILS), and other library software. The System Trainer prepares documents and support materials in accordance with all library policies and procedures. The System Trainer also assists with the preparation of the Training and Development budget as well as providing support in the planning and execution of large events and meetings.

**ESSENTIAL FUNCTIONS AND BASIC DUTIES**

1. **Assumes responsibility for developing, implementing and presenting effective Training and Development that aligns with the values and goals of the library system.**
2. Collaborates with management in determining employee skill gap through needs assessment.
3. Collects and analyzes information pertaining to work procedures and work flow as well as understanding job-specific functions and tasks.
4. Assists individuals and the organization to accomplish their learning and development goals and objectives.
5. Plans, designs, implements and delivers or coordinates and schedules appropriate training and development based on staff needs.
6. Assists in monitoring and evaluating employees to ensure that they are well trained and effective in their respective positions.
7. Ensures training is completed in accordance with established programs and procedures.
8. Ensures employee orientation, on-the-job training programs, and in-service activities are effective and appropriate.
9. **Assumes responsibility for maintaining Training and Development functions.**
   1. Designs and develops training procedures.
   2. Develops high quality, customized training materials in a variety of formats appropriate to different types of learners including videos, written manuals, and interactive exercises.
   3. Evaluates training programs and services as requested or needed. Provides recommendations and suggestions on quality training programs.
   4. Assists with the evaluation, investigation, and testing of the operation and functionality of new hardware or software.
   5. Performs research and tests systems to maintain a detailed technical knowledge for all library supported systems, applications, and technology.
   6. Maintains the Staff Training intranet site and electronic training resources library.
   7. Maintains a Learning Management System.
   8. Maintains employee training records in the HRIS.
   9. Assists in preparing the Training and Development budget.
   10. Maintains training equipment and hardware.
10. **Assumes responsibility for engaging in learning and development activities.**
    1. Continuously improves job skills through participation in various learning and training opportunities.
    2. Develops and enhances advanced computer and technology skills necessary for job function and effective communication.
    3. Stays knowledgeable and informed about our library services, resources, activities, policies and procedures.
    4. Reviews professional literature and keeps informed about services, issues, emerging technologies, and research related to libraries, human resources, and learning & development. Relates ideas to the library’s mission and values.
    5. Assists in peer support and training as needed.
11. **Assumes responsibility for establishing and maintaining effective communication and coordination with Library staff and management.**
    1. Promotes the Library’s Core Values (Service, Community, Respect, Adaptability, Ethics & Integrity, and Teamwork) by modeling these values in all daily activities.
    2. Works efficiently both individually and with a team to support the library’s mission and core values.
    3. Assists and supports Library staff as needed.
    4. Keeps management informed of training activities and of any significant issues.
    5. Communicates effectively using a variety of methods.
    6. Develops and maintains effective relations with co-workers.
    7. Completes required reports, records, and other documentation.
    8. Provides branch and system level support by actively participating on committees or special projects and attending meetings as required.
12. **Assumes responsibility for related duties as required or assigned.**
13. Eagerly participates and gives valuable input on special committees.
14. Completes special projects.
15. Ensures work area is clean, secure, and well maintained.

**PERFORMANCE MEASUREMENTS**

* + - 1. Training goals are established and communicated to effectively meet the needs of staff at all levels of the Library. Staff is knowledgeable and competent in respective job functions. Training needs are identified.
      2. Training resources are well developed, functional, and easily accessible.
      3. Training activities are well coordinated and scheduled with individual departments. Support is provided as required.
      4. Training procedures are regularly reviewed and modified as needed. New training systems and resources are developed and implemented as needed.
      5. Management is appropriately informed of area activities and of any significant concerns.

**QUALIFICATIONS**

**Education/Certification:** Bachelor’s degree from an accredited college or university.

Bachelor’s degree in Communication, Education, Human Resources, or related field preferred.

Additional related coursework preferred.

**Required Knowledge:** Comprehensive knowledge and understanding of library principles and practices.

Knowledge of training facilitation methods

Knowledge of instructional design theory and implementation

Knowledge of training systems and resources

Thorough knowledge of computer systems and software

Adequate knowledge of learning management systems and e-learning platforms

**Experience Required:** Two to four years of experience in training related and/or instructional technology positions.

**Skills/Abilities:** Ability to work independently with little direction or guidance

Ability to complete full training cycle

Strong presentation skills

Ability to coach and develop staff

Strong leadership skills

Ability to communicate effectively with positive impact

Ability to develop strong rapport and working relationships with staff

Advanced organizational skills with the ability to handle multiple assignments

Ability to manage priorities, plan projects, work efficiently and meet deadlines.

Ability to anticipate and adapt to change and challenges effectively

Ability to proficiently use a variety of software applications, devices and library technologies

Ability to quickly learn and implement new technology

Advanced skill in the use and administration of Microsoft Office 365 and OneDrive for Business

Ability to proficiently use HRIS and performance management software

**PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION**

Light Work: Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Positions in this class typically require: walking, standing, sitting, bending, stretching, reaching, stooping, twisting, climbing, kneeling, lifting, talking, hearing, seeing, and repetitive motions.

Frequent local travel.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORKING ENVIRONMENT**

No hazardous or significantly unpleasant conditions. (Such as in a typical office.)

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**INTENT AND FUNCTION OF JOB DESCRIPTIONS**

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*