

Training Coordinator (Library Associate III or Librarian I or Librarian II)
New Orleans Public Library

Job Function

Under the direction of the Circulation & Customer Experience Librarian, the Training Coordinator is responsible for the New Orleans Public Library training program and curriculums. Plans, organizes, directs and controls the activities and staff involved in the development, implementation, and administration of training and development programs. Schedules and conducts training classes. Conducts research to assess training needs and requirements throughout the Library. Develops, manages and conducts a variety of training programs including areas such as first line supervisory training, management development, organizational development, skills training, talent management, and succession planning and e-learning solutions. Continually reviews the availability and applicability of established training programs or services for possible use within the Library. Develops criteria for evaluation of training effectiveness and conducts research to measure success and return on investment (ROI) of programs and training activities. Develops course content and materials for both instructor-led and online courses. Manages the learning management system (LMS365) and the Perform goals and assessment tool. Mentors management and staff on the use of both systems to maximize effect.

Duties and Responsibilities

- Collaborates with internal and external partners to design education & learning programs and courses aligned to NOPL's mission and vision
- Designs, develops and delivers training courses
- Reviews and recommend training curriculums, programs and courses
- Spearheads the development and implementation of new and existing online resources
- Coordinate courses, contract and internal instructors regarding the logistics of learning events
- Supports the Human Resource department in areas of orientating and training for leadership, management and staff
- Performs a needs analysis to identify training objectives
- Manages the requests for training workshops, conferences and developmental events
- Surveys staff and collaborators for feedback to cultivate and support a culture of constant improvement
- Develops evaluation metrics to access effectiveness of initiatives
- Prepares and monitors program evaluations and measures learning efforts
- Assists in the development and management of marketing efforts to promote and communicate learning programs
- Develop training policies and procedures for internal use
- Prepares training communication and announcements for staff
- Creates training reports, manuals, and statistical data
- Acts as an agency training resource for the staff
- Facilitate presentations to different size groups
- Aligns training offerings with KSAs and goals used in the Perform tool.

Minimum Qualifications

- Bachelor's Degree from an accredited college or university
- Experience and knowledge of training techniques, methods, curriculums and programs
- A minimum of two years of training experience preferred

Knowledge, Skills & Abilities

- Deliver effective public speaking presentations.
- Research and implement learning and development best practices.
- Promote cooperation and commitment within a team to achieve goals and deliverables.
- Diplomatically handle challenging or tense interpersonal situations.
- See the big, long-range picture.
- Manage own time, priorities, and resources to achieve goals.
- Build constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- Focus on results and desired outcomes and how best to achieve them. Gets the job done.
- Effectively use Microsoft Office Products (Word, Excel, PowerPoint, etc.).
- Use software tools to develop and deliver online courses.
- Work effectively and produce quality work in an environment of high expectations and one that that embraces change.
- Openly, honestly, and constructively communicate with customers and colleagues.
- Demonstrate a can-do attitude.
- Adapt to changing business needs, conditions, and work responsibilities.
- Take personal responsibility for the quality and timeliness of work, and achieves results with little oversight.
- Influence others to act in support of ideas, programs, or causes.
- Knowledge of English language and ability to write clear and precise reports & memoranda
- Ability to plan, organize and coordinate training work
- Ability to develop training policies and procedures

To apply, send a letter and resume to rmatthews@nolalibrary.org