



Job Description

Job Title	Workshop Trainer		
Employed by	Dynamic Workforce Solutions		
Reports to	Title	Career Center Manager	

Salary:	\$27,000 - \$42,000	Type of position: FT	Hours <u>40</u> / week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-
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**PURPOSE**

Develop, coordinate, and deliver training to career seekers and employed workers.

**KEY ACCOUNTABILITIES**

- **Effectiveness of Training** – Deliver career seeker training both on-site and remote to a variety of audiences. Design an organizational strategy to assess, plan, deliver, and meet training and development needs of career seekers. *Measure – Year-over-year increases in average and total attendance in workshops; quarterly evaluation observations; achievement of customer service survey ratings goals.*
- **Professionalism of Workspace** – Oversee Classrooms. Ensure that the room area is a calm and professional space; information about the center, current activities, employment opportunities, and applicable guidance is up to date and displayed in a clear and appropriate way; and equipment is in working order. *Measure – Achievement of customer service response and rating goals; quarterly evaluation observations; no more than 3 substantiated complaints per year.*
- **Customer Satisfaction** – Deliver relevant workshops within agreed formats and timeframes. *Measure – achievement of customer service survey ratings goals.*
- **Coordinate with Internal or External partners** – Responsible for coordinating workshop schedules for all career centers utilizing existing menu of workshops, publicizing available workshops, and producing new training materials when needed. *Measure – Year-over-year increases in average and total attendance in workshops; quarterly evaluation observations; achievement of customer service survey ratings goals.*
- **Expertise** – Acquire, maintain, and demonstrate ongoing programmatic competency. *Measure – Quarterly evaluation observations.*
- Other duties and responsibilities as assigned.

**WORK EXPERIENCE REQUIREMENTS**

- Minimum of 2 years’ experience in assessing, developing, coordinating, and delivering training programs.
- Previous experience in workforce development is preferred.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to present exceptionally well in a group setting.
- Knowledge of customer requirements for all funding streams is preferred.
- Ability to produce organization strategy and plans to meet training and development needs, manage training delivery, measurement, and outcomes as necessary.
- Organize training venues, logistics, and accommodations.

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<ul style="list-style-type: none"> <li>– Must be able to work in multiple media for training delivery (i.e., internet, classroom, print, etc.).</li> <li>– Must be able to keeping current on new training subjects, delivery methods, and career seeker trends in needed training.</li> <li>– Coordinate with internal or external training providers.</li> <li>– Work independently and in group settings.</li> <li>– Proficient with Microsoft Office.</li> <li>– Excellent verbal and written communications skills are required.</li> </ul>			
<b>APPLICABLE STRENGTHS THEMES</b>			
<p>CareerSource Capital Region is a Strengths Management organization. For a brief description of the Strengths themes go to: <a href="http://www.strengthstest.com/theme_summary.php">http://www.strengthstest.com/theme_summary.php</a> and for more information go to <a href="http://www.strengthsfinder.com">http://www.strengthsfinder.com</a>. It is required that all staff understands and demonstrates daily usage of their own Strengths. Strengths are important to the successful operation of the organization and as such a combination of the following Strengths is preferred.</p>			
<b>Primary Strengths Themes</b>		<b>Secondary Strengths Themes</b>	
Achiever, Belief, Command, Communication, Context, Developer, Empathy,	Futuristic, Ideation, Input, Learner, Positivity, Relator, Woo	Analytical, Competition, Connectedness, Consistency, Discipline,	Focus, Individualization, Intellection, Significance
<b>EDUCATION REQUIREMENTS</b>			
<ul style="list-style-type: none"> <li>– Bachelor’s degree or equivalent experience is required. Areas of specialization that are also preferred are Training and Development, Education, Human Resources, Communications, or closely related field.</li> </ul>			

STAFF (PRINT NAME)	
STAFF (SIGN)	Date
SUPERVISOR (PRINT NAME)	Title
SUPERVISOR (SIGN)	Date
DATE HIRED	