

CUSTOMIZED TRAINING REPRESENTATIVE

KIND OF WORK

Selling and developing professional educational and training services to the client organizations.

NATURE AND PURPOSE

Under general supervision, provides consulting, program development and coordination, assessment and evaluation services, the procurement of grant and funding assistance, liaison with local, State and Federal departments and agencies and business and industry associations in providing the educational and training services to the client organizations and marketing and selling these services to potential and existing clients. Performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Sells, secures, and administers multiple contracts and projects to deliver training, development, consulting, conferences and other events and services. Successful performance in this area is measured through client satisfaction, percentage of contract and grant proposals awarded and revenues generated.

Develops programs and services to provide training and consulting resulting in employee and organizational development that increases organizational effectiveness. Successful performance in this major responsibility area is measured through client satisfaction with the service delivered within policies, guidelines and accepted practices.

Markets training and consulting services to meet customer specifications and needs. Evaluation is based on number of contacts and responses.

Creates opportunities for individuals and organizations to acquire state-of-the-art learning, integrate technological advancements and innovations and share industry knowledge through hosting events such as seminars, conferences, symposia, and roundtables. Successful performance is measured through event attendance and participant satisfaction.

Develops and maintains positive community and intercollegiate relations to insure the economic viability of the college and community.

**Conducts classes, workshops, and demonstrations to teach principles, techniques, procedures, or methods of designated subject.

**Selects and assembles books, materials, and supplies for courses or projects. Observes students to determine and evaluate qualifications, limitations.

**Evaluates success of instruction, based on number and enthusiasm of participants, and recommends retaining or eliminating course in future.

**Writes instructional articles on designated subjects.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Technical Competencies:

Knowledge of education philosophy and practices; adult education and learning theory and practice, sufficient for program and curriculum development, needs assessment and evaluation.

Knowledge of State and MnSCU system rules and regulations regarding providing services to business and industry, contracting with vendors/consultants, purchasing materials and supplies, documenting and reimbursing expenses.

Knowledge of quantitative and qualitative research methodologies applicable to post-secondary education, employee training and organizational development.

Knowledge of one or more disciplines such as education, machine trades, computer technology, human development studies, business careers, workplace literacy, quality, ISO, fire suppression and prevention, process improvement or leadership.

Skills in word-processing and spreadsheet applications in a Windows environment. Ability in statistical and presentation/graphics packages would be useful.

*Training-Identifies customer training needs by analyzing current problem areas and customer feedback to determine training content.

*Policy Research and Evaluation-Applies appropriate policy analysis and research tools to address current Agency policy development and evaluation needs.

**Education and Training-Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles.

Work Management Competencies:

Ability to think creatively and innovatively sufficient to develop professional and employee training services, products, programs, marketing materials and write proposals for contracts and grants to deliver them.

Ability to plan, organize and administer multiple projects, set priorities and schedule activities.

Ability to work with little direct supervision, within general guidelines and State policies, in a flexible and adaptable manner, handling multiple tasks and priorities.

Able to identify and develop markets and customers.

*Concern for Productivity-Coordinates all activities for assigned program or function. Adjusts tasks or goals quickly when unforeseen circumstances occur or priorities change.

*Concern for Quality-Develops changes to processes and tools within scope of responsibility, to make them more efficient and user-friendly. Obtains input from customers/end-users in redesigning processes and tools.

*Analysis, Problem Solving and Decision Making-Generates and weighs alternative solutions and sees consequences or effects; chooses an appropriate solution from available options. Involves and/or guides others in analyzing and solving problems.

*Computer Skills-Identifies problems with current computer system and provides input on improvements.

**Learning Strategies-Using multiple approaches when learning or teaching new things.

**Information Organization-Finding ways to structure or classify multiple pieces of information.

**Implementation Planning-Developing approaches for implementing an idea.

**Monitoring Processes, Material, Surroundings-Monitoring and reviewing information from materials, events, or the environment, often to detect problems or to find out when things are finished.

**Judging Qualities of Things, Service, People-Making judgments about or assessing the value, importance, or quality of things or people.

**Developing Objectives and Strategies-Establishing long-range objectives and specifying the strategies and actions to achieve these objectives.

Interpersonal Competencies:

Skill in active listening, using questioning techniques, paraphrasing, summarizing and handling objections effectively sufficient to motivate and persuade others and negotiate vendor/consultant contracts.

Ability to communicate orally in one-to-one, small group, large group and instructional settings at all organization levels.

*Communication for Results-Communicates in ways that gain cooperation from and reinforce accountability in others. Develops convincing arguments to influence others to accept one's ideas, take action or make decisions.

*Customer Focus-Strives to empower customers with options or alternative solutions to their problems. Advocates for their needs. Influences them to be accountable for their share of responsibilities.

Customized Training Representative

Class Specification

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*Collaborative Partnerships and Networking-Represents the Agency in collaborative efforts. Provides technical assistance and serves as communication liaison to external groups.

*People, Work Group and Team Skills-Draws upon individual expertise and talent as a resource for the team. Seeks as well as provides feedback to others. Utilizes others as resource and offers self as resource to others.

*Personal Effectiveness-Demonstrates personal credibility, integrity and confidence. Has a well developed self-awareness.

**Active Listening-Listening to what other people are saying and asking questions as appropriate.

**Writing-Communicating effectively with others in writing as indicated by the needs of the audience.

**Speaking-Talking to others to effectively convey information.

**Interpreting Meaning of Information to Others-Translating or explaining what information means and how it can be understood or used to support responses or feedback to others.

**Communicating with Persons Outside Organization-Communicating with persons outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged face-to-face, in writing, or via telephone/electronic transfer.

**Provide Consultation & Advice to Others-Providing consultation and expert advice to management or other groups on technical, systems-related, or process related topics.

Able to persuade or influence other s to buy the services offered and complete the deal or sale.

**Deal with External Customers-Deal with external customers or the public in general.

* From PROGRES Housing Program/Policy Professional Job Track

** From O*NET Dictionary of Occupational Titles, 1998

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T.C.:

Former Title(s):