

SUPERVISING CLASSIFIED TRAINING REPRESENTATIVE

DEFINITION

Supervises, coordinates, prioritizes, and evaluates the work of training staff engaged in the development and delivery of staff development programs for members of the Classified Service.

TYPICAL DUTIES

Supervises, coordinates, prioritizes, and evaluates the work of training staff engaged in:

- Creating and delivering staff development programs relating to a wide range of topics including technical office procedures, communication, customer service, and interpersonal effectiveness.

- Conducting needs analyses to determine staff development requirements throughout the District.

- Determining the effectiveness of staff development programs by reviewing and analyzing descriptive and numerical ratings assigned by program attendees and observing programs.

Conducts focus group meetings and confers with District executives, management staff, Administrators of Instruction, and union representatives to determine training priorities and potential training interventions designed to respond to accountability and performance issues.

Recommends and participates in the development of Branch policies to ensure the effectiveness of Branch operations.

Plans, directs, and participates in the training and evaluation of subordinates.

Prepares summary reports of staff development activities and outcomes.

May identify and select training consultants to conduct selected training sessions.

May administer a school office mentor or central office management mentor program, and/or other district-wide training programs, including the selection process for mentors, the publication of the programs, the establishment of meeting schedules and agendas, and the monitoring of mentor/mentee interactions and program activities.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Supervising Classified Training Representative supervises, coordinates, and prioritizes activities related to a District-wide staff development program for classified employees and coordinates District clerical mentoring programs.

A Principal Human Resources Specialist plans, supervises and directs the activities of a professional staff and support personnel engaged in classification and compensation, assessment and recruitment activities, staff development, or new employee onboarding.

A Senior Classified Training Representative performs the same duties as a Classified Training Representative, except that a Classified Training Representative manages less complex projects than those managed by a Senior Classified Training Representative.

A Classified Training Representative performs training-needs analyses; designs, develops, coordinates, and conducts training and staff development sessions and programs; and evaluates the effectiveness of training efforts related to classified personnel.

SUPERVISION

General supervision is received from a Principal Human Resources Specialist. General supervision is exercised over Senior Classified Training Representatives, Classified Training Representatives, and lower-level support personnel.

CLASS QUALIFICATIONS

Knowledge of:

- Source materials and current trends in organizational and staff development
- Principles and techniques of training
- Concepts relating to adult learning
- Methods of designing and facilitating training courses
- Effective use of manuals and training aids
- Pertinent rules, regulations, and policies of the Board of Education and the Personnel Commission
- Customer service skills

Ability to:

- Supervise, train, and evaluate staff
- Analyze critical staff development and organizational issues and problems, determine the appropriate training interventions or programs, and implement appropriate responses
- Develop staff development programs
- Deliver training using technology and web-based methods
- Understand, interpret, and apply complex technical material, rules, procedures, policies and regulations
- Present technical concepts and procedures clearly and concisely orally and in writing
- Work effectively with District personnel and the public
- Effectively present training sessions to groups at all levels within the District

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree, preferably with courses in teaching, training methods, supervision, organizational development, or business management. Completion of School Office Procedures Certificate Program, Supervisory Certificate Program, and other Organizational Excellence classes is preferable. Additional qualifying experience or experience supervising the work of school clerical staff may be substituted for the required education on a year-for-year basis provided that the requirement of a high school diploma or equivalent is met.

Experience:

Three years of experience developing, coordinating, and implementing staff development programs, two years of which were related to school office employee training programs. One year of experience may be substituted by successful completion of Los Angeles Unified School District's Organizational Excellence Branch's Train-the-Trainer program or equivalent provided that the remaining two years were related to school office employee training programs. Supervisory experience is preferable.

Special:

A valid driver's license to legally operate a motor vehicle in the State of California and the use of a motor vehicle, or the ability to utilize an alternative method of transportation.

This class description is not a complete statement of essential functions, responsibilities or requirements. Entrance requirements are representative of the minimum level of knowledge, skill and/or abilities. To the extent permitted by relevant law, management retains the discretion to add or change typical duties of a position at any time as long as such addition or change is reasonably related to existing duties.

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