



UNIVERSITY OF NORTH CAROLINA WILMINGTON

Training Specialist *Competency Profile*

DESCRIPTION OF WORK:

Positions in this banded class perform a variety of services to meet staff development, organizational, community and program training needs. Work involves assessing and evaluating training/education needs and interests, developing and marketing programs to address training/education needs, identifying and acquiring instructors to deliver workshops and seminars and coordinating registration and training facilities. Positions may also prepare teaching plans and materials, identify objectives and deliver classroom instruction in specialty areas. Duties include performance of tasks designed to enhance the competence of individual employees; or non-degree seeking students and individuals pursuing personal development through extension training, distance education, symposiums, workshops, certification renewal and licensure programs, online offerings for regional and national programs, military or corporate training and other non-degree programs. Positions may serve as managers or directors over programmatic areas and may train and/or supervise other training specialists.

ROLE DESCRIPTIONS BY COMPETENCY LEVEL		
Contributing	Journey	Advanced
<p>Positions at this level perform a variety of services to meet organizational and program training needs. Work involves preparation of teaching plans and materials, identifying objectives, and providing instruction in assigned areas. The employee may also coordinate, schedule, and evaluate training events. Work may include consultative work involving the promotion, coordination, and delivery of a specific training courses and programs.</p>	<p>Positions at this level plan and conduct multiple training programs to meet organizational training needs. Work involves identifying and communicating training needs with clients and consultative work involving the promotion and coordination of training programs.</p> <p>Employees at this level may promote and coordinate a variety of training courses and programs in specific occupational areas. They provide personal development and career counseling to individuals.</p> <p>Employees at this level may supervise and coordinate others. They may serve as lead worker.</p>	<p>Positions at this level develop and direct comprehensive training and education programs. They provide in-depth consultation in the areas of needs assessment, curriculum design for complex training goals, and program evaluation. They perform strategic planning, manage resources, and develop policies and procedures. They direct, coordinate and supervise work.</p>

Competencies	Definition
Training	Ability to lead and guide others to develop new skills or knowledge that will enhance their work. Ability to design, develop and/or deliver training programs.
Communication	Ability to communicate information to individuals or groups; Ability to make presentations suited to the characteristics and needs of the audience. Skills to clearly and concisely convey written information orally or in writing to individuals or groups to ensure that they understand the information and the message. Ability to listen and respond appropriately to others.
Knowledge-Professional	Possesses a designated level of professional skill and/or knowledge in specific area(s) and keeps current with developments and trends in area(s) of expertise.
Planning and Organizing Work	Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. Ability to develop strategic plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.

Note: Competency statements are progressive and not all competencies apply to every position/employee. Evaluate only those that apply. For positions with some supervision consider the highest level of professional work performed.

Competency	Contributing	Journey	Advanced
<p>Training - Ability to lead and guide others to develop new skills or knowledge that will enhance their work. Ability to design, develop and/or deliver training programs.</p>	<p>Delivers training and instruction in accordance with defined training needs, identifies objectives, prepares training materials, and provides instruction in a general training program or assigned training subject area. May develop course instruction to address a specific training or program need.</p> <p>Maintains accurate training records.</p> <p>Evaluates effectiveness of training and documents progress of participants.</p> <p>Assists in evaluating outside instructors' ability and effectiveness.</p>	<p>Develops and conducts multiple training programs to meet organizational training needs. Prepares teaching plans, and materials, identifies objectives, and provides instructions for a multiple work units in a variety of training disciplines which include and encompass all levels of work</p> <p>Develops and administers a training evaluation program and makes recommendations for change or improvement.</p> <p>Conducts or assists other trainers in conducting instructor training workshops.</p> <p>Ensures instructors have current information and training materials.</p> <p>Considerable knowledge of various training platforms (individual, classroom instruction, on-line training, etc.)</p> <p>Provides counseling to individuals regarding personal or career development.</p>	<p>Directs and supervises a comprehensive staff development and training/education program including core training, specialized one-time training events, continuing education, and management and organizational development of multi-program divisions with a complex service delivery structure or groups of employees/constituents on a regional/statewide basis from multiple program origins.</p> <p>Provides in-depth consultation in the areas of needs assessment, curriculum design for complex training goals, and program evaluation and provides management with an objective assessment to facilitate the organization analysis and development function of the overall staff development program.</p> <p>Develops policies, procedures, rules and regulations governing the overall staff development program.</p> <p>Obtains and manages fiscal resources to meet overall training needs or in support of scholarships.</p> <p>Consults with management on organizational problems related to employee and management development.</p> <p>Researches and develops innovative training approaches for unique work situations.</p>

Competency	Contributing	Journey	Advanced
<p>Communication: Ability to communicate information to individuals or groups; Ability to make presentations suited to the characteristics and needs of the audience. Skills to clearly and concisely convey written information orally or in writing to individuals or groups to ensure that they understand the information and the message. Ability to listen and respond appropriately to others.</p>	<p>Presents training information to individuals or groups suited to the characteristics and needs of the audience. Clearly and concisely conveys training information orally or in writing to individuals or groups to ensure that they understand the information and the message. May discuss progress of participants with their supervisors. Maintains training schedules that are accurate and are communicated to participants in a timely manner.</p>	<p>Communicates and discusses training needs with individuals at all levels to assess skill levels and training needs. Serves as lead worker for a small team of staff development and training technicians and specialists. Negotiates contracts for purchase of training services from outside vendors to deliver a block of training. Negotiates contracts to universities and technical institutes for continuing education for individual employees.</p>	<p>Discusses and communicates with managers and supervisors concerning the direction, management and problem resolution of the overall staff development program in support of succession planning.</p> <p>Writes policies and procedures and regulations related to staff development.</p> <p>Writes proposals for funding for training programs.</p> <p>Ability to evaluate training feedback to monitor course effectiveness and make appropriate corrections.</p>

Competency	Contributing	Journey	Advanced
<p>Knowledge – Professional: Possesses a designated level of professional skill and/or knowledge in specific area(s) and keeps current with developments and trends in area(s) of expertise.</p>	<p>General knowledge of principles and techniques of training.</p> <p>General knowledge of capabilities and uses of audiovisual aids and other training tools and resources.</p> <p>General knowledge of outside training resources, rules and regulations.</p>	<p>Considerable knowledge of training theory, principles and techniques.</p> <p>Considerable knowledge of techniques and methods of conducting formal and informal training programs.</p> <p>Considerable knowledge of theory, practices, and principles of human behavior.</p> <p>Considerable knowledge of administrative techniques and pertinent laws, rules and regulations governing education and training programs.</p> <p>Ability to assess, target and align training needs with individual, departmental and university goals. Ability to set strategic direction</p>	<p>Advanced knowledge of adult and adolescent education training theories, models, methods and the application of these in both principle and practice.</p> <p>Comprehensive knowledge of the management structures and their service through the system being served.</p> <p>Knowledge of planning, administering, supervising, evaluating, and the coordination of staff development activities in a complex service delivery system.</p> <p>Knowledge of Organizational Development theory and practices.</p>

Competency	Contributing	Journey	Advanced
<p>Planning and Organizing Work: Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. Ability to develop strategic plans, organizational structures, and systems to fulfill legislative or mission driven organizational goals.</p>	<p>Assists in planning and implementing a general training program or training in a specific assigned area designed to assist individuals and groups in developing knowledge and skills through the proper selection and use of training methods.</p> <p>May serve as liaison between agency officials and outside training resources in scheduling specific training sessions.</p>	<p>Plans and sets broad objectives for multiple training programs and serves as a resource to other Training Specialists.</p> <p>Leads/supervises subordinate training specialists and/or local area consultants in planning and coordinating training courses.</p> <p>Meets and works with members of various state advisory committees in determining training needs.</p> <p>Plans, coordinates and monitors outside training resources for multiple training programs.</p>	<p>Performs advanced strategic planning to ensure overall staff development program, organizational structures, and systems fulfill legislative or mission driven organizational goals.</p> <p>Identifies resources and manages the utilization of the most cost effective and efficient application of resources.</p> <p>Directs, coordinates and supervises work of subordinate training staff.</p>

Recommended Minimum Training Guideline:

Graduation from a four-year college or university, or an equivalent combination of education and experience.

Diplomas or degrees must be received from appropriately accredited institutions.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.