

**SACRAMENTO REGIONAL TRANSIT DISTRICT
invites applications for the position of:**



**Manager, Training and Workforce
Development**

SALARY:	\$95,820.00 - \$134,124.00 Annually
DEPARTMENT:	Integrated Services & Strategic Initiatives
OPENING DATE:	01/19/22
CLOSING DATE:	02/08/22 11:59 PM
RECRUITMENT TYPE:	Internal/External
DESCRIPTION:	

DMV PRINTOUT IS REQUIRED AT THE TIME OF APPLICATION

Only DMV printouts issued by the Department of Motor Vehicles are acceptable. As a result of the current COVID-19 State of Emergency, SacRT will accept online DMV printouts until further notice.

The Manager, Training and Workforce Development provides overall strategy and direction to ensure the effective implementation of training and employee development initiatives for SacRT as a whole. This includes but is not limited to supervising training personnel; working with various subject matter experts and consultants in designing and conducting regular training for various business processes, Standard Operating Procedures (SOPs) and software applications; designing a robust employee onboarding and orientation program; reviewing test material for technical positions and ensuring that SacRT's workforce is receiving the necessary training and development to be effective on their jobs.

This position plans, develops, and directs training programs, as appropriate, professional development programs, and mentorship/coaching programs; facilitates implementation of appropriate change management initiatives and reviews current employee development programs to ensure alignment with agency goals and objectives. Assesses District-wide developmental needs to drive training initiatives and identifies suitable training solutions for employees. Actively searches, creatively designs and implements effective methods to educate, enhance performance and recognize performance. Provides strategic leadership and supervisory oversight of training department staff. Conducts training as the lead trainer as appropriate.

EXAMPLES OF DUTIES:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

- Provide leadership and oversight in the design, development, implementation and evaluation of training services for SacRT.

- Ensure that the training curriculum integrates sound operating practices and meets or exceeds industry best practices for professional education. Apply components of effective eLearning instructional design and learner motivation.
- Coordinate with internal and external stakeholders to ensure required certification requirements are established and achieved for SacRT personnel.
- Develop and execute scalable training and onboarding programs.
- Work as a liaison between new employees, supervisors and management to ensure the new employee has tools, training and understanding to be successful within SacRT.
- Meet with employees to discuss possible career trajectories and strategies for meeting career goals.
- Develop and manage implementation of annual and multi-year plans for training programs, including development and delivery, that are designed to fulfill all training objectives, and to assure successful start-up of new service programs. Ensure such programs are administered in accordance with appropriate laws, industry regulations, safety, and division performance metrics.
- Manage the development and implementation of Training Department budgeted priorities.
- Ensure a commitment to safety through effective leadership, role modeling and implementing practices that demonstrate safety requirements through training and assessments.
- Develop and cultivate a training culture that reflects the value of safety, ethics, sharing of expertise, customer service, continuous improvement, encouragement of professional development, and cultural awareness.
- Set performance goals and objectives for training staff, facilitate development of strategies to meet or exceed performance objectives, monitor results, and recognize employee and organizational accomplishments. Track and report regularly on the department's results and effectiveness. Work closely with various divisions to establish metrics, scorecards, and reporting criteria. Ensure trainers' skills are appropriately evaluated regularly. Develop and implement a "train the trainer" program.
- Evaluate instructor performance and the effectiveness of training programs, providing recommendations for improvement.
- Train and coach managers, supervisors and others involved in employee development efforts.
- Develop, manage, and monitor an employee training database system for monitoring SacRT employees' compliance with training and certification requirements.
- Develop and maintain organizational communications such as intranet bulletin boards and newsletters to ensure employees have knowledge of training and development events and resources.
- Design and develop training programs, training course evaluations, training calendars and training classes.
- Assist in developing training programs with different departments to provide training new and existing employees with SacRT's Enterprise Resource System (ERP), utilizing email, and network system and tools to ensure employees have fundamentals for completing and reviewing tasks necessary to complete their required functions.
- Establish regular progress and status meetings with department managers to ensure satisfaction with training services.

- Oversee, lead and direct training staff in design, development, implementation and evaluation of initial and recurrent training programs, including continuous updates and improvement of training curricula, delivery methodology, and use modern technologies to enhance the program.
- Establish a risk-based training needs analysis approach for all training activities.
- Assure proper and timely contributions by training staff in SacRT's processes for accident review, systems change, security review, safety review, hiring, screening and selection, process and productivity improvements, and development of new service projects.
- Establish and maintain training Key Performance Indicators, tracing departmental performance to those indicators and designing plans and activities based on those goals.
- Develop methods and systems to measure participants' learning transference where appropriate. Assess the successful transfer of knowledge with effective post-training assessment tools and knowledge retention evaluations.
- Develop and maintain written training programs and materials. Periodically review agency-level and department-level SOPs to make sure current SOP's are incorporated in the training program.
- Receive and review information regarding employees' progress through the probationary period to assist in developing strategies to ensure successful completion of program; make appropriate training recommendations.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

A combination of education and/or experience that provides the required knowledge, skills and abilities to perform the essential functions of the position. SacRT reserves the right to determine the equivalences of education and experience.

Education: Bachelor's degree or equivalent in Business Administration, Public Administration, Management, Organizational Development, Education or a related field. A Master's degree is preferred.

Experience: A minimum of five (5) years of progressively responsible experience in training program assessment, analysis, design and delivery including two (2) years of supervisory experience. Experience working in a public transit environment desirable.

Licenses and Certifications: Must possess a valid Driver's License at the time of application and have the ability to obtain a valid California Class C driver's license.

Certified Professional in Learning and Performance (CPLP), Certified Professional in Training Management; Certified Performance Management Professional highly desirable.

Candidates must submit a DMV printout at time of application, dated January 19, 2022, or thereafter, at the time of application, in order to be considered. Only DMV printouts issued by the Department of Motor Vehicles are acceptable. As a result of the current COVID-19 State of Emergency, SacRT will accept online DMV printouts until further notice.

Proof of required education beyond high school, such as college transcripts, diplomas, and/or certificates must be submitted at the time of application, if not substituting experience for the education requirement.

FILING INSTRUCTIONS/SUPPLEMENTAL INFORMATION:

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other examination segments of the selection process. An employment application is required for this position. Applications, job announcements, and copies of the complete job description are available at our website at www.sacrt.com.

Completed employment application, DMV printout and proof of education, as outlined above, must be submitted online no later than Tuesday, February 8, 2022, at 11:59 p.m. SacRT will not process incomplete applications. Resumes are not accepted in lieu of an application, but may be included with the application. For more information on benefits, a summary sheet is available from the Human Resources Department. The Human Resources Department will make reasonable efforts in the recruitment process to accommodate candidates with disabilities. For more information, contact the Human Resources Department at (916) 556-0298.

SacRT has a stand alone pension plan which is not part of, nor does it have reciprocity with CalPERS.

SacRT is an Equal Opportunity and Affirmative Action EOE/AA Employer - Minorities/Women/Disabled/Veterans.

This position falls under Management and Confidential Employee Group (MCEG).

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.sacrt.com/Career/>

2810 O Street
Sacramento, CA 95816
(916) 556-0298

Position #2021-00588IE
MANAGER, TRAINING AND WORKFORCE
DEVELOPMENT
IH

Manager, Training and Workforce Development Supplemental Questionnaire

- * 1. Please detail your work experience developing and implementing annual and multi-year training programs. Describe your direct experience incorporating best practices, introducing new technology, managing an LMS, and tracking and reporting on program outcomes. In your description, please include the employer where you performed this function, dates of employment, and length of time you performed this work.
- * 2. As part of our core values, SacRT cultivates a workplace culture that promotes diversity, equality, respect and justice for all employees. Describe any diversity, equity, and inclusion training programs you've set up or would like to set up. Please describe any current best practices or trends you are interested in this area that you'd like to bring to the agency.
- * 3. SacRT's workforce is a mix of administrative office staff and frontline operations staff. Please detail your experience and knowledge working with varied adult learning styles and preferences. Describe how you take this into consideration when developing or recommending training materials and scalable training programs.

* 4. Please describe the unique experience and qualities you would bring as a training manager in the public transit industry and a member of SacRT's training team. Detail specific aspects of the industry or agency that you believe present opportunities or challenges as a trainer and how you would approach them.

* Required Question