



Business Readiness & Training Specialist I

Job Code	20001085	Job Family	People Operations & Culture	Associate / Vocational Worker	
Department	Business Readiness	Reports to	Sr Mgr Business Readiness & Trng	Union Status	Non-Represented
FLSA Status	Non-Exempt	Pay Grade	2053	This Job is a Lead	No
Last Updated	12/1/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

Provides support to the Business Readiness & Training department with specific attention to administrative tasks associated with training. Assists with the training logistics to include room reservations and set-up, preparation of training materials, learning needs reports, meeting invites, course completions and evaluation emails. The Training Generalist is essential to providing a positive learning experience for learners as well as ensuring the trainer is prepared to deliver a successful training.

Accountabilities

Accountability #1

Support preparation of training to include scheduling, requesting equipment, adding scheduled offerings in Learning Management System, tracking registrations, creating and sending meeting invites and rosters, and duplicating course materials to ensure successful training classes, and similar responsibilities.

Accountability #2

Assist in drafting and submitting training-related communications for emails and/or internal publications to ensure awareness and access to training, and similar responsibilities.

Accountability #3

Manage responses to inquiries and provide technical assistance for trainees as they register for in-person learning and/or complete web-based training to ensure successful course completion and tracking, and similar responsibilities.

Accountability #4

Provide exceptional value to our internal customers by delivering consistent and efficient trainings to assist in the best learning environment possible, and similar responsibilities.

Accountability #5

Accountability #6

Accountability #7

Accountability #8

Accountability #9

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor’s Degree in Education, Business, Information Technology, Communications, Marketing, or related field;

OR

Associates’s Degree in Education, Business, Information Technology, Communications, Marketing, or related field, AND

Two (2) years of progressively more responsible experience in Education, Training, Project or Program Management, or related;

OR

Four (4) years of progressively more responsible experience in Education, Training, Project or Program Management, or related.

Preferred Education and Experience:

Qualifications – License(s) and/or Certification(s)

Minimum Required License(s) and/or Certification(s):

Preferred License(s) and/or Certification(s):

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Experience with MS Teams, Word, Excel, PowerPoint and Outlook (or comparable applications) Strong communication skills - verbal and written Experience working within a team environment

Preferred Skills and Abilities:

Experience with SuccessFactors or other Learning Management System

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Associate / Vocational Worker”.

- Building Customer Loyalty
- Collaborating
- Communication
- Continuous Improvement
- Continuous Learning
- Customer Orientation
- Decision Making

Earning Trust
 Emotional Intelligence Essentials
 Initiating Action
 Leveraging Feedback
 Planning and Organizing
 Professional Knowledge and Aptitude
 Quality Orientation
 Technology Savvy
 Valuing Differences
 Work Standards

Physical Demands

Physical Demands List	Frequency
Sit	Frequent (34-66%)
Walk	Occasional (11-33%)
Stand	Occasional (11-33%)
Drive	Seldom (1-10%)
Work on ladders	Never
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Never
Reach	Seldom (1-10%)
Work above shoulders (note specific activity in open text box below)	Seldom (1-10%)
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Never
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Seldom (1-10%)
Lift (note weight in open text box below)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Seldom (1-10%)
Use close vision	Constant (67-100%)
Use distance vision	Occasional (11-33%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Occasional (11-33%)

Speak

Frequent (34-66%)

Hear

Frequent (34-66%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication

Frequency

Understand and carry out simple oral instructions

Frequent (34-66%)

Understand and carry out complicated oral instructions

Frequent (34-66%)

Train other workers

Occasional (11-33%)

Work alone

Frequent (34-66%)

Work as a member of a team

Frequent (34-66%)

Follow standards for work interactions

Constant (67-100%)

Write communications for clarity and understanding

Frequent (34-66%)

Speak with clarity with others

Frequent (34-66%)

Comprehension

Frequency

Read and carry out simple instructions

Frequent (34-66%)

Read and carry out complicated instructions

Frequent (34-66%)

Retain relevant job information

Constant (67-100%)

Reasoning

Frequency

Read and interpret data

Frequent (34-66%)

Count and make simple arithmetic additions and subtractions

Occasional (11-33%)

Use intermediate and/or advanced math

Seldom (1-10%)

Organization

Frequency

Plan own work activities

Frequent (34-66%)

Plan work activities of others

Occasional (11-33%)

Direct work activities of others

Occasional (11-33%)

Resilience

Frequency

Work under pressure

Occasional (11-33%)

Work for long periods of time

Occasional (11-33%)

Work on several tasks at the same time

Constant (67-100%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
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Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Never
Atmospheric conditions	Never
Confined/restricted working environment	Never
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List	Frequency
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Exposure to Heights	Never
Exposure to Electricity	Never
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Never
Noise Intensity	Never
Exposure to animals	Never
Working with angry customers	Occasional (11-33%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.

- Yes
- No

On-call activities and frequency.

Work Location

The primary assignment for this position is:

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.