Business Readiness & Training Specialist II

Job Code	20001063	**Job Family**	People Operations & Culture	**Professional / Knowledge Worker**	
Department	Business Readiness	**Reports to**	Sr Mgr Business Readiness & Trng	**Union Status**	Non-Represented
FLSA Status	Exempt	**Pay Grade**	2055	**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

Responds to requests for employee training in all areas of the District. Develops training plans, creates basic curriculums in the Learning Management System, identifies subject matter experts to utilize as trainers, schedules training times, locations and equipment, produces, reviews and coordinates training materials to meet District needs. Oversees training events, and promotes a framework for ongoing, sustained learning.

Accountabilities

Accountability #1
Achieve the highest trust of our employees in how the District delivers uniform training efforts and support the District-wide effort to fully utilize internal learning systems for training and education, and similar responsibilities.

Accountability #2
Assists in determining training schedules, locations and necessary equipment; tracks registrations, coordinates the preparation and update of training materials; ensures classrooms are set-up correctly on day of training, ensures trainings kick-off and end without any issues, provides support for instructor on day of training as needed. Utilizes internal systems to set-up new web-based or instructor-led trainings and enters completions for trainings as needed, runs reports out of internal systems, and similar responsibilities.

Accountability #3
Evaluates, recommends, plans and coordinates training delivered by external sources when necessary. Represents the District with established and prospective vendors for identified training programs; serves as Lead on training contracts related to modules and corporate applications. Monitors and evaluates internal and external training programs; reviews invoices and submits to Accounting for processing; approves work orders within SAP, and similar responsibilities.

Accountability #4
Achieve the highest trust of our employees with transparent and timely communications promoting trainings and other learning opportunities, and similar responsibilities.

Accountability #5
Bring exceptional value to our internal customers by working with District managers and functional leads to identify and coordinate subject matter experts for various trainings, ensuring their availability and

attendance, and similar responsibilities.

Accountability #6

Deliver exceptional value to our customers through continual improvement and innovation by keeping current on developing theories relevant to computer training, evaluating emerging training delivery technologies for their application at the District, and similar responsibilities.

Accountability #7

Deliver outstanding value to our customers and stakeholders by assisting in thorough and quality budget planning for District training resources, and similar responsibilities.

Accountability #8

Deliver transparent communication and feedback to training instructors by coordinating the preparation of training evaluation materials, consolidating and summarizing feedback, and similar responsibilities.

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, AND

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

OR

Six (6) years of progressively more responsible experience in Education, Training, Project or Program Management, or related.

***Preferred* Education and Experience:**
Master's Degree in Education, Business, Information Technology, Communications, Marketing, or related field

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:**
Instructional design principles, theories and practice
Evaluation methods and instruments
Adult learning processes
Performance based technical course development
Current and emerging training technologies
Test construction and validation
Relevant computer systems
Learning Management Systems
Ability to successfully develop and implement technical training programs
Interview, make presentations, communicate and work effectively within all levels of a complex organization to facilitate change
Use desktop computers, laptops, iPads and associated software
Knowledge of Microsoft Office, MS Teams, Zoom and other tele/video conferencing platforms
Interact with outside agencies, vendors, and the public

Coordinate a variety of complex tasks and assignments simultaneously
Use independent and discretionary judgment
Analyze and disseminate complex information and make recommendations as needed
Learn, interpret and apply District directives and policies
Work effectively as a team memberManage confidential information

Preferred Skills and Abilities:
Knowledge of SuccessFactors Learning Management System
Knowledge of eLearning authoring tools and software

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as "Professional / Knowledge Worker".

- Adaptability
- Building Customer Loyalty
- Building Partnerships
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Facilitating Change
- Influencing
- Initiating Action
- Innovation
- Leveraging Feedback
- Mentoring
- Planning and Organizing
- Positive Approach
- Professional Knowledge and Aptitude
- Stress Tolerance
- 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
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
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.