



Business Readiness & Training Specialist III

Job Code	20000713	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	2057	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

Manages the administration, maintenance, and training content within the SuccessFactors Learning Management System (LMS) and associated external platforms. Provides end-to-end training design, development, deployment and maintenance of complex training programs and curriculums in response to employee skill needs and training requests throughout all areas of the District. Promotes a framework for ongoing, sustained learning Follows and maintains training content archival and retention processes.

Accountabilities

Accountability #1

Lead in achieving the highest trust of our employees in how the District delivers uniform training efforts and support the District-wide effort to fully utilize the SuccessFactors LMS for training, skill-building, job progression and education, and similar responsibilities.

Accountability #2

Manages the development, implementation and assignments of specialized training classes programs, complex and/or multi-course curriculums, programs, knowledge level assessments, logistics, training material sourcing, developing and loading training content, SCORM, or AICC files, and similar responsibilities.

Accountability #3

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, provides recommendations for training mode based on content and timing (i.e. instructor-led training, web-based training, on-the-job training, video, job aid, etc.), and similar responsibilities.

Accountability #4

Brings exceptional value to our internal customers by identifying subject matter experts to utilize as trainers, schedules training times, locations and equipment, produces, reviews and coordinates training content to meet District needs. Oversees training events and promotes a framework for ongoing, sustained learning.

Accountability #5

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,

serving as tier 1 support, providing training, guidance, and access requests within various systems, utilizing admin tool functionality, leading set-up and maintenance of curriculums, programs, collections, assessments, assignment profiles, content and file uploads, reporting, and similar responsibilities.

Accountability #6

Demonstrate subject matter expertise by creating, scheduling, and fulfilling complex reporting, providing analysis and recommendations, building awareness and understanding of new and enhanced SuccessFactors LMS functionality for continuous improvement, and similar responsibilities.

Accountability #7

Ensures proper implementation, consistent instruction delivery and access to trainings within learning systems; recommends and coordinates updates and improvement strategies to improve District training programs and learning needs, and similar responsibilities.

Accountability #8

Achieve the highest trust in our employees through transparent training related communication plans, including availability and updates; coordinating inclusion within internal communication tools, websites and manager meetings, and similar responsibilities.

Accountability #9

Deliver exceptional value to our internal customers by consulting on a variety of training related needs across the District, troubleshooting and/or facilitating resolution of problems, escalating more complex issues appropriately, and similar responsibilities.

Accountability #10

Deliver exceptional value relative to cost by leading the external training consultant selection and contracting process, preparing recommendations, serve as primary point of contact with training content vendors. Assist in the development and administration of the District's training budget, and similar responsibilities.

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

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

OR

Eight (8) 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 practices

Evaluation methods and instruments

Adult learning processesPerformance based technical course development

Current and emerging training technologies

Test construction and validation
Relevant computer systems
Advanced understanding of Learning Management Systems
eLearning authoring tools and software
Knowledge of Microsoft Office, MS Teams, Zoom and other tele/video conferencing technologies
Successfully develop and implement multiple 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
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 member
Manage confidential information

Preferred Skills and Abilities:

Advanced knowledge of SuccessFactors Learning Management System
Advanced knowledge of eLearning authoring tools and software
Knowledge of SAP

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.

Regularly - more than 12 times a year All critical applications are supported 24/7

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.