Lead Training Specialist

Job Code	20001132	**Job Family**	People Operations & Culture	**Professional / Knowledge Worker**	
Department	Business Readiness	**Reports to**	Chief Communications Officer	**Union Status**	Non-Represented
FLSA Status	Exempt	**Pay Grade**	2058	**This Job is a Lead**	Yes
Last Updated	9/16/2026				

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

The Lead Training Specialist serves as the District's subject matter expert (SME) for learning systems and training administration. Utilizing advanced expertise in learning technologies, project and program management, analytics, and business process improvement, this role leads the identification, evaluation, and resolution of operational and technical issues within the SuccessFactors Learning Management System (LMS) and associated learning platforms.

The Lead Training Specialist provides strategic guidance and leadership to improve learning systems and training processes. The position oversees the administration, maintenance, governance, and continuous improvement of the LMS and associated external platforms, ensuring effective delivery, tracking, compliance, reporting, archival, and retention of training content and programs.

Works with Functional Leads, Training Admins and SMEs to design detailed educational curriculums, including providing recommendations for creating engaging learning activities, appropriate instructional methods (instructor led training, web-based training, etc.), compelling content, and knowledge checks or testing as required. Recommends all District training adheres to adult learning principles and develops, formalizes, and implements a robust evaluation process for all existing and new training programs.

Accountabilities

Accountability #1
Foster a culture of caring, mutual respect, and trust that empowers team members and Training Admins to do their best work for the benefit of Team PUD by serving as lead, coach, mentor, and trainer and by providing education and growth opportunities in alignment with department goals.

Accountability #2
Serve as the District's lead resource for LMS administration and learning technologies. Provide technical leadership, consultation, training, mentoring, and guidance to Training Admins and other LMS users. Lead the resolution of training administration issues, establish best practices, and promote consistent and effective use of LMS functionality across the organization.

Accountability #3
Lead the identification, analysis, prioritization, and resolution of operational and technical issues affecting learning systems and training processes. Guide cross-functional teams in evaluating business needs, researching solutions, testing enhancements, troubleshooting system issues, and implementing process improvements that increase efficiency, user experience, and organizational effectiveness.

Accountability #4

Research and evaluate emerging learning technologies, LMS functionality, industry best practices, and business process improvements. Develop recommendations for system enhancements and operational efficiencies, support implementation efforts when appropriate, and serve as the escalation point for complex issues requiring advanced analysis or coordination with technical teams and vendors.

Accountability #5

Lead the development, scheduling, validation, and delivery of complex LMS and training-related reporting. Analyze learning data and trends, provide recommendations to management and stakeholders, and promote awareness and understanding of LMS capabilities, metrics, and enhancements to support informed decision-making and continuous improvement.

Accountability #6

Lead the planning, prioritization, coordination, and execution of District training requests and initiatives. Consult with stakeholders to determine learning objectives, training strategies, and delivery methods appropriate for target audiences. Coordinate instructors, subject matter experts, facilities, equipment, and resources to ensure successful training delivery. Provide trainers and stakeholders instructional best practices and support the effective implementation and sustainment of training programs.

Accountability #7

Lead the design, development, implementation, administration, and maintenance of specialized training programs, multi-course curricula, knowledge level assessments and training assignments. Provide oversight for training content development, quality assurance, and LMS deployment, including SCORM, AICC, and other learning content standards. Ensure learning solutions meet business requirements, compliance obligations, and organizational development needs.

Accountability #8

Promote learning administration best practices and operational procedures that ensure consistent delivery, accessibility, quality, and compliance of training programs across the District. Works closely with IT and DIG to ensure AI-related learning content, tools and training activities align with company policies, regulatory requirements and data protection standards. Monitor training effectiveness and recommend improvements to strengthen learner engagement, knowledge retention, and organizational capability.

Accountability #9

Lead relationships with external learning vendors, content providers, and system partners. Coordinate vendor-supported learning initiatives, evaluate training resources and solutions, provide recommendations regarding learning investments, and coordinate budget for the team to maximize organizational value and training effectiveness.

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
Six (6) years of progressively more responsible experience in education, training, project or program management, or related;

OR

Ten (10) 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
Curriculum design principles and best practices
Evaluation methods and instruments
Adult learning processes
Performance based technical course development
Current and emerging training technologies
Test construction and validation
Relevant computer systems
Advanced understanding of Learning Management Systems
Learning 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 policies and procedures
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
Previous coaching, mentoring and training experience

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
- Coaching
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Empowering Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Facilitating Change
- Guiding Team Success
- 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.