

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Vacant

Work Phone:

2. Class Title (i.e. payroll title):

Transit Training Specialist

3. Working Title (if any):

4. Name & Class of First-Line Supervisor:

Transit Chief Administrative Officer

Work Phone:

5. Department, Division & Section:

Metro Transit – Human Resources

6. Work Address:

1245 E Washington Avenue, Ste 201, Madison, WI 53703

7. Hours/Week:

Start time: End time:

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

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10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

Metro Transit has on-going training needs for employees including 12 to 15 weeks for full time Transit Operators to obtain their CDL permit and license and learn all policies and procedures. Additionally, entry-level mechanics have a 6-month training period. There are also testing modules for mechanics to be promoted. We have mandatory trainings such as APM 3-5, as well as skills based trainings that new supervisors and managers need. Having a training specialist is necessary to effectively and efficiently meet mandatory and necessary training needs to ensure we have appropriately-skilled employees at all levels of the Operations and Maintenance units within the agency. This position will promote an employee-focused equity-informed culture of performance excellence and professional development to help Metro provide the highest quality to the City of Madison and community.

11. Position Summary:

This is responsible for the standardization and expansion of Metro training policies and programs as they relate to the Operations and Maintenance units. It consists of professional, administrative, and technical work involving the development, coordination, implementation, and maintenance of Metro Transit training goals, rules, and/or programs. The work involves a wide range of researching, coordinating, scheduling, program management, and train-the-trainer practices, and is performed independently. Work includes managing complex new hire training for Operators and Mechanics, developing and executing mechanic promotion and skills tests, and developing, implementing, and managing a new mechanic apprentice program. There will also be a focus to strengthen the capabilities and knowledge of existing employees and collaborating closely with the city HR/OD team on curriculum development relevant to Metro. The work involves providing consultation to managers and chief executives in evaluating professional development requests for all levels of employees in the Operations and Maintenance units, implementing appropriate policies and procedures as established by management, and collaborating with other City agencies regarding shared resources.

Functions include researching training best practices, maintaining current knowledge of industry-specific training standards, evaluating external offerings by associations and third-party contractors, scheduling trainings, creating and executing a train-the-trainer program, managing required training modules and completion requirements, working closely with the Operations and Maintenance units regarding their training needs, advising on and then implementing process improvements, researching and marketing specialized training topics of interest, booking outside trainers, executing contracts, reconciling invoices and accounts, and purchasing equipment and supplies. Work often involves operational situations which require immediate action, coordination of multiple tasks, collaboration with other work units and agencies, maintenance of high standards of customer satisfaction and decision-making. Work is performed under the general direction of the Chief Administrative Officer with input from the appropriate unit chiefs as necessary.

12. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 30% A. Evaluate, Standardize, and Manage Operations and Maintenance Training Programs
 - 1. Research general and industry-specific training best practices
 - 2. Maintaining current and relevant knowledge of industry-specific training standards (transit general, operations and maintenance specifically)
 - 3. Evaluating external training offerings by associations and third-party contractors
 - 4. Make recommendations regarding contractor selection as needed
 - 5. Collaboratively evaluate and execute expansion of training programs to meet the needs of the agency
 - 6. Develop, coordinate, and implement training, education, and/or professional recognition/awards
 - 7. Serve as training resource when evaluating and planning funding during the budget process(es)

- 25% B. Learning & Development
 - 1. Function as SME in the design, and expansion of Metro's Operations and Training programs
 - 2. Develop policies, standards, and procedures for operational efficiency and consistency
 - 3. Assist, create, and implement evaluation program to assess unit-specific learning needs
 - 4. Provide guidance on learner-focused experiences specifically as it relates to non-traditional and/or adult learners
 - 5. Evaluate the effectiveness of trainings for continuous improvement of content, structure, materials, and execution to ensure relevancy, equity, and inclusivity, using principles of adult learning and standard training evaluation practices.
 - 6. Develop and modify learning and development content to meet the needs of varied learning styles.
 - 7. Conduct full analysis of learning and development outcomes.

- 20% C. Planning, Organizing, Coordinating and Supervising Transit Operator Training
 - 1. Participate in Transit Operator interviewing and recruitment processes

2. Schedule and coordinate part-time and full-time Transit Operator training from start to finish
 3. Create and update Transit Operator training procedures
 4. Schedule and lead Transit Operator Refresher Training
 5. Train internal Transit Operator Trainers
 6. Participate in and coordinate selection process for Transit Operator Trainers
 7. Participate in initial Transit Operator trainee onboarding reports
 8. Supervise any internal training staff and activities
 9. Develop regular reporting for learning and development outcomes that includes cost/benefit of trainings, analysis of learning and development outcomes, performance improvement of learning and development processes, and projection of organizational learning and development needs for budgetary purposes.
 10. Work with safety coordinator to incorporate safety protocols and practices, as well as safety issues based on related data, into training planning, development and evaluation.
 11. Work with marketing staff to communicate and promote training opportunities to all staff in a variety of ways.
- 15% D. Coordinate and Plan Training for Needs of Metro Maintenance and Operations Employees
1. Conduct organizational learning and development needs assessment in alignment with federal requirements, safety related requirements, and organizational development best practices for both operations and maintenance staff.
 2. Develop operational procedures for offering, registering, and tracking training requirements for Metro Maintenance and Operations employees.
 3. Research and schedule trainings that meet needs of agency employees
 4. Communicate with Metro and City of Madison employees to ensure mandatory training requirements are met and tracked
 5. Develop and route any related contracts and resolutions
 6. Coordinate payment of any invoices
 7. Complete independent projects including development of apprenticeship training programs.
 8. Work with City HR to identify and/or develop appropriate trainings for Metro employees
 9. Contribute to development of training budget
 10. Develop regular reporting for learning and development outcomes that includes cost/benefit of trainings, analysis of learning and development outcomes, performance improvement of learning and development processes, and projection of organizational learning and development needs for budgetary purposes.
- 10% E. Training Administration and Equity
1. Ensure all training programs are established and implemented with racial equity and social justice principles
 2. Review and update all training policies to ensure equitable access to training for all employees
 3. Ensure that staff is following policy, procedure, and City APMs as related to training
 4. Update training curriculum and requirements in accordance with DOT and other regulatory agencies (FMCSA & FTA)
 5. Provide leadership related to all training matters in the Operations and Maintenance units within the agency
 6. Perform related work as required

13. Primary knowledge, skills and abilities required:

Through knowledge of adult learning principles and practices. Thorough knowledge of learning content design and development. Thorough knowledge of varied learning styles and instructional techniques. Thorough knowledge of commercial driver permit and licensing requirements. Thorough knowledge of planning, coordination, scheduling and training techniques. Working knowledge of administrative budgeting and recordkeeping procedures and practices. Working knowledge and the ability to use, and/or a willingness to learn additional computer software applicable to the duties of the position, including word processing, spreadsheet, database management, PowerPoint, a learning management system (LMS), and related training development or tracking software. Familiarity with data collection and analysis. Ability and

passion for delivering training, facilitation, consulting, coaching, guidance, and other support utilizing adult learning best practices and showcasing a high Emotional Quotient (EQ). Ability and willingness to work cross-functionally. Strong attention to detail and analytical skills. Ability to problem-solve and resolve issues. Ability to hire, train, assign, document, recommend discipline, schedule, and evaluate work performance. Ability to develop and implement training policies and procedures in keeping with racial equity and social justice principles. Ability to supervise, schedule, and evaluate assigned staff and trainees. Ability to prepare accurate reports and schedule events. Ability to prepare and disseminate effective promotional materials and program information. Ability to research and recommend trainings to meet needs identified in conjunction with management. Ability to interpret and make decisions in accordance with ordinances, regulations, department protocol and established working procedures. Ability to establish and maintain effective working relationships with other City agencies and employees, user groups, and the general public. Ability to work effectively with multicultural populations. Ability to communicate effectively in multiple modes including writing. Ability to plan, organize and schedule activities in an effective, yet flexible and variable manner. Ability to manage multiple projects and tasks simultaneously and to give considerable attention to details. Ability to work independently and make sound decisions with relatively little supervision. Ability to work in a fast-paced environment with frequent interruptions. Ability to maintain flexibility with regard to a variety of assignments and contribute to overall functionality and productivity of the unit. Ability to maintain adequate attendance.

14. Special tools and equipment required:

15. Required licenses and/or registration:

16. Physical requirements:

Ability to meet the transportation needs of the position.

Work is primarily sedentary in nature and performed in an office environment. Employees will be expected to use standard office equipment such as a telephone, computer, copier and fax machine. Must physically access training and meeting areas of all Metro facilities and other training locations when necessary.

Ability to work various hours based on training needs.

17. Supervision received (level and type):

General supervision by the Transit Chief Administrative Officer through periodic meetings and reviews. Performance evaluation contributions will be provided by unit chiefs and Transit General Manager as related to meeting of unit and agency needs.

18. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

19. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

20. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- Other comments (see attached).

SUPERVISOR

DATE

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeeenet/policies-procedures/position-descriptions.