

TO: Personnel Board
FROM: Bill Wick, Human Resources
SUBJECT: Transit Training Specialist
DATE: October 9, 2023

The 2023 budget for the Metro Transit Division contains a new position of Training Coordinator. The budget request indicated, "This position is essentially filled by an operator instructor currently, but with the ramp up in hiring, I'm seeking to make this a separate position to alleviate overtime pressure and have a broader view of the organization." The Operating Budget for Metro Transit does not indicate a compensation group or range for the new position. The Classification Change Worksheet submitted by Metro Transit to Human Resources proposed the position be placed in a new classification of Transit Training Specialist (CG44/R05). Based on the Position Description submitted (attached), a review of comparable positions in the City's classification plan, and discussions with Transit General Manager Justin Stuehrenberg, Transit Chief Administrative Officer Rachel Johnson, and Transit HR Manager Allisa Brown, it is recommended that a new classification of Transit Training Specialist be established in CG 44, Range 05, and the new Training Coordinator position be recreated into this compensation group and range.

The Position Summary included in the submitted Position Description for Transit Training Specialist states:

... 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. [emphasis added]

This position is not responsible for supervisory activities, but will provide divisional program and project leadership. It is estimated that in order for someone to possess the knowledge, skills, and abilities required to perform the work, they would need a Bachelor's Degree in Human Resources, Organizational Development, Instructional Design, or Education; or a Human Resources Certificate or Associate's Degree and at least two (2) years of work experience that involved the application of adult learning principles and practices and learning content design and development; or four (4) years of work experience that involved the application of adult learning principles and practices, learning content design and development, varied learning styles and instructional techniques, commercial driver permit and licensing requirements, and planning, coordination, scheduling, and training techniques, including or supplemented by two (2) years of experience that involved administrative budgeting and recordkeeping procedures and practices and use of computer software applicable to the duties of the position.

The classification specification for Transit Safety Coordinator (CG44/R05) states:

... **responsible professional, administrative and technical work coordinating** an overall centralized and uniform approach to **varied safety and security programming throughout Metro Transit.** This position is **responsible for the development, management, and administration of policies and procedures necessary to safeguard employees, customers, facilities, equipment and vehicles of Metro Transit.** The work **involves providing consultation** to managers **in identifying and resolving safety problems, implementing related City programs, and coordinating the sharing of information relative to safety and security matters.** Under the direction of the Transit Services Manager, the employee must **exercise judgment and discretion in coordinating the functions and compliance of Metro's risk and safety programs in compliance with federal regulations.** [emphasis added]

Both the Transit Training Specialist and Transit Safety Coordinator are responsible for coordinating centralized programming for the Transit Division, which requires knowledge of applicable laws, rules, and regulations, as well as for serving as a technical resource for consideration in budgeting processes related to their respective programs.

I also compared the Transit Training Specialist to the existing classification of Training Center Coordinator (CG18/R05) in the Police Department, which is equivalent to CG44/R05. The Classification Specification for Training Center Coordinator states:

... **responsible, professional and administrative work involving the coordination of the management of the facility and accounting related procedures, and the planning, organizing and coordination of training**

programs for a Training Center. The work involves a **wide range of coordinative and procedural activities, and is performed independently.** Work includes **managing the complex and varied aspects of the Training Center,** including **coordinating custodial and maintenance service** for classrooms and specialty rooms, **researching and marketing specialized training topics of interest, booking professional trainers, executing contracts, billing outside agencies, reconciling accounts, purchasing equipment and supplies, and supervision of staff.** Work often involves **operational situations, which require immediate action, coordination of multiple tasks, collaboration with other work units, maintenance of high standards of customer satisfaction, and decision-making.** Work is performed under the general direction of a manager or supervisor. [emphasis added]

Both the Transit Training Specialist and Training Center Coordinator provide responsible administrative support and program work within their respective agencies. While the Police Training Center Coordinator oversees facility operations and accounting procedures, in addition to planning, organizing, and scheduling trainings, and the Transit Training Specialist will not have responsibility for oversight of facility operations, it is expected that the Transit Training Specialist will be more involved with delivery of trainings, including training other trainers, so it seems appropriate to place these positions within parallel ranges.

For the reasons outlined in this memo, I recommend a new classification of Transit Training Specialist be created in CG44, R05, and the position identified as Training Coordinator in the Metro Transit 2023 operating budget be recreated into the new classification.

The necessary resolution has been prepared to implement this recommendation.

Editor's Note:

| Classification | Compensation Group/ Range | 2023 Annual Minimum (Step 1) | 2023 Annual Maximum (Step 5) | 2023 Annual Maximum (+12% longevity) |
|-----------------------------|---------------------------|------------------------------|------------------------------|--------------------------------------|
| Transit Training Specialist | 44/05 | \$62,507.64 | \$72,472.66 | \$81,169.40 |

Cc: Justin Stuehrenberg, Transit General Manager
 Rachel Johnson, Transit Chief Administration Officer
 Allisa Brown, Transit HR Manager
 Erin Hillson, HR Director
 Emaan Abdel-Halim, HR Services Manager