

PROGRAM ADMINISTRATOR (PRC STAFF DEVELOPMENT AND TRAINING)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision and direction of the Deputy Commissioner of Parks, Recreation and Conservation, an incumbent of this position participates in the development and implementation of a staff development and training program, to include orientation of all new staff; the ongoing implementation of training modules for new and existing employees, and the coordination of intradepartmental staff development opportunities. Work involves frequently coordinating program activities with departmental managers to evaluate existing training and staff development needs; ensuring that all mandated training is completed; developing workshops to train managers in training subordinates; and working to further implement and maintain customer service training procedures and guidelines for all PRC personnel. While guidance and leadership may be provided to administrative and/or clerical support staff, supervision is not a responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists departmental management in the development and on-going implementation of a training and development program for both new and existing departmental personnel;

Coordinates efforts with departmental managers to ensure that employees at all park sites and facilities are trained in appropriate areas;

Maintains automated training records to ensure accurate record keeping for liability purposes and to keep executive management abreast of program progress; prepares statistical and analytical reports on same;

Works with departmental managers in developing "train the trainer" workshops so that first and second line managers are adequately taught in how to provide training to subordinates;

Assists in the development and implementation of a department specific supervisory training module to address both departmental and County-wide policies and guidelines;

Coordinates training initiatives with the County-wide training coordinator, as needed;

Ensures that all hazardous materials and OSHA training is implemented throughout the department;

Develops and implements the department's customer service training module by enhancing existing materials and keeping abreast of new areas of concern and/or changing trends;

Works with the department administration to develop budgetary guidelines in accordance with established departmental goals; monitors the expenditure of program funds;

Researches and recommends off-site training opportunities or continuing education venues, including alternate funding sources;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Coordinates the annual PRC conference, held for all employees, acquiring speakers for topics of department interest or concern; as well as to managing the event including working with appropriate staff to manage the flow of people in the facility, ensuring the dissemination of materials prior to and during the conference, and arranging for catering;

Coordinates a variety of other departmental training and development initiatives such as the Leadership Boot Camp, Facility Managers Forum, PRC Speaker Bureau and the Director Institute, including workshop materials, as well as facility management and catering;

Performs both scheduled and unscheduled site and facility audits to ensure that training guidelines and techniques are being consistently and properly implemented; keeps records on same and prepares reports of findings as needed;

Uses computer applications or other automated systems such as spreadsheet, word processing, calendar, email and database software in performing work assignments;

May perform other related tasks, as needed.

REQUIRED KNOWLEDGES, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the principles, practices and techniques of developing, supervising and evaluating training and education programs; good knowledge of the organization of the department in relationship to its established goals; good knowledge of the departmental policies as they relate to the training of new and existing employees; ability to plan and develop curricula and to integrate training programs with line operations; ability to analyze the department to determine staff and departmental training needs; ability to write clear and accurate reports; ability to plan and supervise the work of professional and clerical workers; ability to use computer applications such as spreadsheets, word processing, calendar, email and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; good judgment; resourcefulness; initiative; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and either: (a) four years of experience where the primary function of the position was developing or conducting training programs; or (b) four years of program or operations experience at an administrative or managerial level that involved responsibility for staff training.

SUBSTITUTIONS: 30 credits* towards a Master's Degree* may be substituted on a year for year basis for the above experience for up one year of the experience above.

NOTE: Unless otherwise noted, only experience attained after gaining the minimum qualifications will be considered in evaluating training and experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

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Job Group: XII