

Champaign County Job Description

Job Title: Director of Training

Department: County Clerk

Reports To: County Clerk

FLSA Status: Exempt

Grade Range: I

Prepared Date: May 2014

SUMMARY Develops and conducts training programs for employees, Deputy Registrars, Election Judges and other election workers. Supervises the administration of the Champaign County Election Day poll book software.

ESSENTIAL DUTIES and RESPONSIBILITIES include the following. Other duties may be assigned.

Trains or supervises the training of new and current employees in the elections, property tax, county board and vital records functions of the County Clerk's Office.

Formulates teaching outlines and determines instructional methods such as individual training, group instruction, lectures, demonstrations, meetings and workshops.

Selects or develops teaching aids such as training handbooks, procedure manuals, multimedia visual aids, computer tutorials and online instructions.

Conducts training sessions covering specified areas such as use of computers, software, customer service, interpersonal skills, quality and process issues and service knowledge.

Develops and administers tests of trainees to measure progress and to evaluate effectiveness of training. Conducts performance appraisals of probationary employees and presents evaluations to the County Clerk with recommendations to pass or fail probation.

Develops metrics to measure job performance and effectiveness of training of Election Judges and election workers.

Reports on the progress of employees under guidance during training periods. Maintains trainee records.

Confers with management, supervisors and employees to gain knowledge of work situations requiring training and to better understand changes in policies, procedures, regulations, business initiatives and technologies.

Acts as the Chief Deputy County Clerk in the absence of the Chief Deputy County Clerk.

Provides input and technical support necessary for the development and maintenance of Champaign County Election Day poll book software and voter registration software.

Provides the initial and on-going training of County Clerk personnel in the use of Election Day poll book software and voter registration software.

Has knowledge and assists with interpretation of the National Voter Registration Act (NVRA-Mother Voter), Help America Vote Act (HAVA) and Illinois Election Code regarding voter registration and election administration rules and regulations and be aware of changing laws and procedures.

Evaluates voter registration and election procedures and recommends changes based on efficiency, technology and changing State and Federal requirements.

Performs any of the duties and responsibilities of the Deputy County Clerk position.

SUPERVISORY RESPONSIBILITIES Supervises the training of all new employees. Supervises the training and writes procedural manuals for all new software applications. Reports directly to the County Clerk on recommendations of employees passing or failing probation.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE College degree or applicable experience or an acceptable combination required. Excellent computer, software, and writing skills and good interpersonal communication skills required. Experience speaking to and training groups required. Experience with online and/or technology based training preferred.

LANGUAGE SKILLS Candidate must have the ability to read, interpret, write and produce procedure manuals as required. Ability to write routine reports and correspondence and ability to speak effectively before customers or employees of the organization a must. Ability to professionally represent the office to outside agencies required.

MATHEMATICAL SKILLS Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY Ability to design instructions in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS as required.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; talk; or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms; and stoop; kneel; or crouch. The employee must occasionally lift and/or

move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Normal office conditions. The noise level in the work environment is quiet to moderate.