



POSITION: TRAINING ADMINISTRATOR
PROGRAM: ENERGY & ENVIRONMENTAL SERVICES (E&ES) DEPT.
REPORTS TO: ENERGY & ENVIRONMENTAL SERVICES DIRECTOR
STATUS: FULL TIME
RANGE: \$18.60 - \$20.49 PER HOUR
APPLY BY: FRIDAY, JANUARY 19, 2018

POSITION SUMMARY

Under the supervision of the Director, the Training Administrator will be responsible for ensuring that energy services staff complete all required classroom and field training within the timeframes specified, and for maintaining the integrity of the process by proctoring all testing and training. The Administrator will ensure that all contract training components and related activities are completed by the designated staff by personally performing the duties, attesting to and/or certifying the results. Related tasks may include supervisory assignments, conducting quality assurance audits on production, assisting with training, and determining training requirements based on test results. The Training Administrator is also responsible for coordinating projects to be completed by management peers, subordinate staff, sub-delegate agencies, or independent contractors and carrying out other duties as assigned. **A test will be given to determine computer proficiency. Must pass test to be considered for interview.**

DUTIES & RESPONSIBILITIES

1. Proctor testing and training for energy services staff to ensure the integrity of the process. Create and maintain online log-ins for all affected staff. Prepare training materials and create manuals for use with classroom study groups. Provide one-on-one tutoring, computer navigation basics or other assistance as needed.
2. Maintain training records by logging all required, scheduled and completed training for current and new employees as per funding source.
3. Ensure that all affected energy staff's training is completed within the required timeframes.
4. Develop quality assurance protocol for all production files; liaison with CAPOC's Corporate Compliance and Control Officer to provide follow-up training on areas that are deficient.
5. Maintain and update the master Energy & Environmental Services (E&ES) Programs and Procedures Manual with separate sections for each department's components by funding source.
6. Update Orientation Training Manual and coordinate with program managers and software providers to provide to new staff, interns and volunteers operation manuals that include a general program overview and procedures for using office and/or field equipment.
7. Tutor new and/or regular staff for performance deficiencies related to program procedures or technical installation standards, course testing and other requirements. Coordinate follow-ups with program managers.
8. Create/conduct in-house employee training programs covering such topics as: job skills development for key functions, personal/career or self- success modules, computer basics, stress management techniques, positive communication building, coping/handling/dealing with difficult clients, and customer assistance quality standards.
9. Liaise with area workforce development boards to participate in E&ES field experiences. Supervise interns and volunteers.
10. Other duties as assigned.

MINIMUM QUALIFICATIONS

Applicant must possess a general knowledge of or experience in:

1. Principles of curriculum development, training design and electronic forms.
2. Familiarity with Administrative, Financial/Budgetary and Contractual protocols in a non-profit setting.
3. Building and maintaining good working relationship with vendors.
4. Experience in curriculum development and training in the construction or weatherization field is highly desirable.

APPLICANT MUST HAVE THE ABILITY TO:

1. Demonstrate clear, concise and effective command of the English language, both oral and written. The ability to translate orally and in writing from/to English and a second language is a big plus.
2. Manage multiple priorities, plan and organize work, supervise staff.
3. Follow contract compliance protocols and procedures. Interpret, analyze, and provide data to substantiate the level of compliance.
4. Prepare concise, accurate and clear narrative, financial, statistical and programmatic plans and/or reports.
5. Perform mathematical operations that are required to create, compose or compile information and data for reports or presentations. Must be proficient in Microsoft Office, WORD, EXCEL, POWERPOINT or PREZI, Windows and a

- strong working knowledge of Apple's IOS with an emphasis on iPad. Position requires computer literacy and use of portable training devices including iPad, printer, PowerPoint projector, cell phone and copier.
6. Communicate effectively, both oral and written, to explain program variations and limitations; analyze and interpret contract language; create and/or complete reports; and understand and follow program regulations and procedures. Speak with staff, clients, vendors, funding sources and the general public comfortably and at ease.
 7. Develop and maintain rapport with staff, agencies, vendors and clients from culturally diverse backgrounds and in various settings.
 8. Work independently and demonstrate good judgment and creative problem-solving skills.
 9. Work evenings, weekends and holidays when required.
 10. Must possess a valid California driver's license, proof of vehicle insurance, access to a vehicle and willingness to drive/travel.

EDUCATION & EXPERIENCE

BA/BS degree in education or related field OR three (3) years direct work experience in adult education, administration, construction or weatherization;

APPLICATION PROCEDURES

Apply at Community Action Partnership of Orange County, 11870 Monarch Street, Garden Grove, CA 92841. Applications may also be obtained by calling (714) 897-6670 ext. 3602 or e-mail request at hr@capoc.org visit www.capoc.org to download. Applications must be filed no later than 5:00 p.m. on the closing date. **Resumes will not be accepted without a completed application. Incomplete applications submitted will not be considered.** Facsimile (Fax) copies at (714) 894-5404.

MEDICAL EXAMINATION

A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass a drug screening examination.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Equal Opportunity/Affirmative Action Employer Women and Minorities are Encouraged To Apply

THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

EMPLOYMENT BENEFITS

Community Action Partnership of Orange County offers extensive benefits to its regular full-time employees including:

- ❖ **HOLIDAY** – 12 paid holidays per year.
- ❖ **VACATION** - Employees accumulate up to 12 days per year to a maximum of 20 days after 10 years of employment.
- ❖ **SICK LEAVE** – Employees accumulate up to 12 days per year.
- ❖ **HEALTH PLAN** – Community Action Partnership of Orange County pays the employee's premium for medical and dental insurance.
- ❖ **LIFE INSURANCE** – Community Action Partnership of Orange County pays life insurance up to a maximum of \$15,000. Employee may purchase supplemental insurance at a low cost.
- ❖ **TAX SHELTER ANNUITY** – Community Action Partnership of Orange County pays 6% gross salary to a tax shelter annuity. Employees may contribute additional amounts on a tax-deferred basis.
- ❖ **EDUCATION REIMBURSEMENT** – Job related education and training.
- ❖ **CREDIT UNION PARTICIPATION**

Updated: 01/2018 & Posted: 1/8/18
File: Training Administrator

Community Action Partnership of Orange County
11870 Monarch Street
Garden Grove, California 92841