

POSITION DESCRIPTION

Title: Probate Training Coordinator

Department: Probate Department

Job Analysis: September 2024, January 2026

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Administrator of Motor Vehicle, Tags, and Licenses
Clerk, Probate Compliance Officer ~~Deputy Chief~~

Subordinate Staff: None

Internal Contacts: Members of Probate Office

External Contacts: General Public, Training Organizations

Status: Classified/Non-Exempt (312)

Job Summary

The Probate Training Coordinator develops, administers, or coordinates training for all new Probate employees. This role is responsible for analyzing training needs and implementing changes when needed, under the guidance of the Probate Compliance Officer. In addition to training new hires, this role will conduct additional training to seasoned staff members as policies change.

Job Domains

1. Develop or coordinate curriculum needed to train employees on a variety of topics.
2. Conduct training in accordance with AATA Licensing Administration and Registration courses.
3. Plan and develop training programs by analyzing job performance requirements and operational problems.
4. Facilitate learning through a variety of delivery methods including classroom instruction, on-site training sessions, computer-based training, and on the job coaching.
5. Assess course outcomes and effectiveness through participant and supervisor feedback.
6. Helps keep training materials up to date with current protocols.
7. Preserve training records accordingly.

8. Monitor required certifications, re-certifications, and licenses.
9. Assist managers/compliance officer with implementing performance improvement processes with non-performing employees.

Knowledge, Skills, and Abilities

1. Leadership skills to effectively direct employees while in a training class environment and ability to properly evaluate comprehension and application of subject material.
2. Knowledge of departmental policies and procedures and ability to apply them to work related problems.
3. Ability to communicate professionally with all levels of employees.
4. High-level of effective interpersonal communication skills, both written and verbal.
5. Excellent written and oral communication skills are necessary to produce and deliver quality training programs.
6. Knowledge of protocols within the AATA Licensing Administration.
7. Strong multitasking, attention to detail, and organizational skills.
8. Ability to work with confidential information.
9. Knowledge of Driver License manual, Code of Alabama, Acts of Legislature.
10. Be able to assist Probate staff with transaction related issues.
11. Assist Probate Compliance Officer in reviewing transactions as new hires begin counter duties.

Other Characteristics

1. Be willing to travel to attend workshops, conferences, seminars, etc., out of town as needed.
2. Be willing to work overtime, non-standard hours, or weekends to complete work within a specific time period.
3. Be able to work positively and effectively with all new hires and seasoned staff.

Minimum Requirements

1. Minimum of 3 years' experience in Probate.
2. Completed the AATA Licensing Administration and Registration courses.
3. (1) year training experience in Probate Department (preferred)