



## **POSITION DESCRIPTION**

Title: Employee Relations and Training Administrator  
Department: Personnel Department  
Job Analysis: 10/2019

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: Personnel Director  
Subordinate Staff: None  
Internal Contacts: County Employees, County Administrator, County Commission, and other Elected Officials  
External Contacts: General Public, Training Organizations  
Status: Classified/Exempt (EC-7)

### **Job Summary**

The Employee Relations and Training Administrator develops, administers, or coordinates training programs for various departments and employees within the Baldwin County Commission. This role is responsible for analyzing training needs, developing curriculum and delivering courses to include computer-based training, new employee orientation, and on-site training sessions. This position works with each department to develop specific training to meet their identified needs by examining growth, current technology and future requirements. This position coordinates training schedules and evaluates applicable outside training resources.

Additionally, this position acts as a liaison to help investigate and resolve conflict in the workplace. The Employee Relations and Training Administrator must have great interpersonal skills and be able to build relationships with employees, while exercising good judgment and problem-solving skills to resolve conflicts.

### **Job Domains**

#### Training and Development

1. Conduct new employee orientation.
2. Develop and implement managerial and new supervisor training.

3. Identify organizational goals to assess training needs for new and existing employees.
4. Research, design, and/or purchase training programs to meet needs based on assessments.
5. Plan and develop training programs by analyzing job performance requirements and operational problems.
6. Identify internal and external training programs to address competency gaps.
7. Develop or coordinate curriculum needed to train employees on a variety of topics including computer programs and personnel policies.
8. Develop, implement, administer, and/or maintain a Training Management System.
9. Schedule and coordinate all internal training with managers and supervisors – schedule location, date/time, materials, and attendance.
10. Coordinate off site training opportunities for employees.
11. Market available training opportunities to employees by designing, developing, and distributing training schedules, brochures, and other communication.
12. Facilitate learning through a variety of delivery methods including classroom instruction, on-site training sessions, computer-based training, and on the job coaching.
13. Assess course outcomes and effectiveness through participant and supervisory feedback.
14. Maintain training tracking process: track, document, and communicate certification completion to recipients and management.
15. Preserve training records accordingly.
16. Monitor required certifications, re-certifications and licenses.
17. Research training suppliers and materials as needed – including details, cost comparison, and timelines.

#### Employee Relations

1. Assist in formulating Personnel policies and objectives for the County regarding employee relations.
2. Determine and recommend employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale, health, and productivity.
3. Assist in conducting investigations when employee complaints or concerns are brought forth.
4. Assist in resolving conflict in the workplace.
5. Assist managers with implementing performance improvement processes with non-performing employees.
6. Assist in guiding managers regarding employment progressive disciplinary actions.
7. Assist departments in interviewing applicants for hire/promotions.

#### **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 Windows, Power Point, Word, Excel, and SharePoint related to the design, development and delivery of training programs.
7. Must have strong problem analysis and problem-solving skills.
8. Strong multitasking, attention to detail, and organizational skills.
9. Knowledge of personnel functions and practices.
10. Ability to work with confidential information.
11. Skills to complete various forms, records and general correspondence.
12. Knowledge of state and federal laws that pertain to personnel activities.
13. Ability to work independently.
14. Knowledge of general office procedures.

### **Other Characteristics**

1. Must be able to react positively to constant change and help lead the way forward to include new developments in training targeted to both new and existing employees.
2. Strong desire to assist in the development of employee skills to provide a path for advancement and individual success.
3. Be willing to travel to attend workshops, conferences, seminars, etc., out of town as needed.
4. Be willing to work overtime, non-standard hours or weekends to complete work within specific time period.

### **Minimum Requirements**

1. Bachelor's degree in Education, Public Administration, Management, or related field and a minimum of three (3) years of responsible managerial or administrative experience; or a combination of training and experience equivalent to these requirements.
2. Experience in providing both hands-on and verbal communication training.
3. Experience in investigating and resolving conflict within a work environment.
4. Working knowledge of existing governmental labor laws including Equal Employment Opportunity (EEO), the Americans With Disabilities Act (ADA), and the Family and Medical Leave Act (FMLA).
5. Must possess a valid driver's license and be insurable by the County's vehicle insurance standards.