



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### TRAINING AND DEVELOPMENT SPECIALIST

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Training and Development Specialist-B	C1073B	55	
Training and Development Specialist-O	C1073O	60	
Training and Development Specialist-A	C1073A	65	

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### Occupation Description

Conducts training and development programs for employees.

#### Nature of Work

Training and development specialists create, procure, and conduct training and development programs for employees. Increasingly, executives recognize that training offers a way of developing skills, enhancing productivity and quality of work, and building worker loyalty. Enhancing employee skills can increase individual and organizational performance and help to achieve business results. Executives realize that developing the skills and knowledge of its workforce is a business imperative that can give them a competitive edge in recruiting and retaining high quality employees and can lead to business growth.

#### Distinguishing Characteristics of Levels

*Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

#### Basic

- Employees in this Role conduct routine training sessions, in an area of specialization and within a well-defined framework.
- Employees begin to develop course content and conduct sessions independently, but within well-defined parameters.
- Employees utilize training methods including programmed instruction, which May involve interactive videos.

#### Recommended Education and Experience for Full Performance

Associate's Degree in any field and four (4) years of experience in training and/or staff development.

#### Minimum Qualifications

High School diploma or Equivalency and two (2) year experience in training and/or staff development.

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### Operational

- Employees in this Role plan, organize, and direct a wide range of training activities.
- Employees conduct orientation sessions and arrange on-the-job training for new employees; help employees maintain and improve their job skills, and prepare for jobs requiring greater skill; help supervisors improve their interpersonal skills to deal effectively with employees; evaluate training effectiveness; develop course content and conduct training sessions; utilize training methods including on-the-job training, apprenticeship training, and classroom training; utilize instruction that may involve interactive videos and other computer-aided instructional technologies, simulators, conferences, and workshops.

### Recommended Education and Experience for Full Performance\*

Bachelor's Degree in any field and two (2) years of experience in training, staff development, designing courses, and/or producing instructional aids/materials.

### Minimum Qualifications

Associate's Degree in any field and two (2) years of experience in training, staff development, designing courses, and/or producing instructional aids/materials. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling four (4) years may substitute for the required education and experience.

### Advanced

- Employees in this Role direct and coordinate all training activities for a department, agency, training academy, or a statewide program.
- Employees develop goals and objectives and resulting policy statements for training activities; develop assessment instruments to determine training needs and priorities; prepare instruction manuals and review training curricula; develop evaluation instruments to assess effectiveness of programs; coordinate training opportunities with in-house or contract training personnel; and may prepare training budget.

### Recommended Education and Experience for Full Performance

Bachelor's Degree in any field and four (4) years of experience in training, staff development, designing courses, and/or producing instructional aids/materials.

### Minimum Qualifications

Bachelor's Degree in any field and two (2) years of experience in training, staff development, designing courses, and/or producing instructional aids/materials. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

### Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

### Knowledge

**Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

**English Language** — Knowledge of the structure and content of the English language including

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the meaning and spelling of words, rules of composition, and grammar.

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

**Communications and Media** — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

**Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

**Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

**Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

**Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

**Sociology and Anthropology** — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.

### Skills

**Speaking** — Talking to others to convey information effectively.

**Instructing** — Teaching others how to do something.

**Learning Strategies** — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

**Coordination** — Adjusting actions in relation to others' actions.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of

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alternative solutions, conclusions or approaches to problems.

**Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**Statutory Requirements:** N/A

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Default FLSA Status:** Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 07/07/2001      **Revised:** 9/20/2011, 10/15/2015 (Min Qual)

*\*Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*