

SALARY:

\$29.65 - \$57.90 Hourly \$2,371.88 - \$4,632.00 Biweekly \$5,139.08 - \$10,036.00 Monthly
\$61,669.00 - \$120,432 Annually

ISSUE DATE: 12/10/2018

FINAL FILING DATE: Continuous

THE POSITION



TRAINING MANAGER

The Orange County Employees Retirement System (OCERS) is now accepting on-line applications. **This recruitment is open to the public and will remain open until the Training Manager vacancy is filled.** Applications will be accepted on a continuous basis until the needs of OCERS has been met. Interested applicants are encouraged to apply immediately.

WHO ARE WE

Established in 1944, the Orange County Employees Retirement System (OCERS) provides retirement, death, disability and cost-of living benefits to retirees of the County of Orange and certain County districts. Serving approximately 43,000 members, OCERS is governed by a ten-member Board of Retirement that is responsible for managing a \$15.7 billion dollar fund. For more information about OCERS, please click [here](#).

Mission

OCERS' mission is to provide secure retirement and disability benefits with the highest standards of excellence.

Vision

OCERS vision is to be a trusted partner providing premier pension administration, distinguished by consistent, quality member experiences and prudent financial stewardship.

Values

- Open and Transparent
- Commitment to Superior Service
- Engaged and Dedicated Workforce
- Reliable and Accurate
- Secure and Sustainable

THE OPPORTUNITY

The Training Manager position will report directly to the Director of Administrative Services. This position provides professional level expertise in developing and leading the strategy, execution and delivery of a comprehensive Learning and Development Program for the Orange County Employees Retirement Systems (OCERS) to maximize individual and organizational productivity and morale.

The Training Manager is responsible for establishing and executing a learning and development strategy for OCERS, including assessing departmental training needs to drive overall organizational performance. The incumbent will manage the implementation, activities and delivery of training programs and development initiatives; track and measure program impact and report outcomes; design and implement effective methods to educate staff and deliver training objectives.

Ideal Candidate:

The ideal candidate will possess abilities in the following areas:

- ▶ Leads, manages and develops OCERS Learning and Development program, including coaching, counseling and training.
- ▶ Prepares and monitors the annual Learning and Development budget, regularly reports on overall training effectiveness and maintains training records and surveys.
- ▶ Acts as an integral member of the management team.
- ▶ Promote staff development and organization-wide learning by designing, delivering and managing instructor led trainings, team-building initiatives, workshops and mentoring sessions; designs and develops training curricula and materials for management, professional and technical development.
- ▶ Conducts organizational analyses and training needs assessments to identify gaps; recommend resolutions in the form of training programs and activities; sets challenging and measurable project goals that align with OCERS Strategic Plan.
- ▶ Regularly review and evaluate current training and development practices, processes and programs.
- ▶ Collaborates with OCERS management and subject matter experts to develop a training strategy, secure or design relevant content, training manuals, and various training aids and delivery methods using the latest adult learning theory.
- ▶ Plans, develops, organizes and coordinates OCERS comprehensive employee training with a variety of topics to include team dynamics and other advanced level courses that promote and enhance OCERS talent.
- ▶ Uses a variety of training methodologies, including but not limited to instructional techniques, computer-based training, individual and group activities, role-play, videos and skills practice opportunities.
- ▶ Develop and execute strategies for engaging staff in learning and development and professional growth.

- ▶ Assist supervisors and management with succession planning, change management, performance management and employee development.
- ▶ Establishes mechanisms to maintain documentation of training attendance and completion, including maintaining a library of learning and development materials.
- ▶ Monitors and provides an analysis and qualitative/quantitative metrics to measure program success and ROI, impacts and improvements.
- ▶ Serve as the committee Chair and provide guidance to OCERS Learning Experience and Development (L.E.A.D) Committee on a variety of technical projects, including automating educational resources and forms, establishing OCERS University and the selection and implementation of an online Learning Management System (LMS) to support micro-learning initiatives.
- ▶ Prepares and facilitates training sessions and workshops, identifies support staff and manages the selection and assessment of external resources, consultants and vendors.
- ▶ Remain current with training and development best practices.
- ▶ Ensure compliance with legal, ethical and regulatory requirements, while adhering to OCERS Values.
- ▶ Performs other duties related to learning and development, conducting and coordinating training programs and project management as required.

MINIMUM QUALIFICATIONS

Minimum qualifications required for entry into the classification

Education and/or Experience

- ▶ Graduation from an accredited university or college with a Bachelor's Degree in Organizational Leadership, Training & Development, Psychology, Education, Human Resources, Business or a related field and;
- ▶ Four years of professional level training experience, including three years of supervisory and project management experience or;
- ▶ An equivalent combination of education and experience which clearly demonstrates possession of the knowledge and abilities listed above.

Special Notes, Licenses or Requirements:

Highly Desirable: Certified Professional in Learning Performance (CPLP)

Highly Desirable: SHRM Certification

- ▶ A valid California class C driver's license or the ability to arrange necessary and timely transportation for field travel; may be required to use personal vehicle.
- ▶ May be required to use personal vehicle
- ▶ A complete background investigation is required; a felony or misdemeanor conviction may be a disqualifying factor from employment.

Knowledge/Skills/Abilities

The following lists the knowledge skills and abilities highly desired to perform the essential functions for this position.

Knowledge of

- ▶ Adult learning theory
- ▶ Instructional program design principles and techniques within a government agency.
- ▶ Human Resources principals, practices and procedures within a government agency
- ▶ Traditional and modern training methods (mentoring, coaching, on-the-job or in classroom training, e-learning, workshops etc.)
- ▶ General organization, purpose and functions of County government agencies/departments
- ▶ Effective business writing techniques
- ▶ Correct English usage for administrative writing requirements and oral presentations
- ▶ Techniques for gathering, compiling, analyzing and presenting information verbally and in writing
- ▶ Basic budget principals

Skills/Ability to

- ▶ Conduct needs assessment, analyze data and or situations, draw logical conclusions and recommend effective courses of action.
- ▶ Write full reports regarding approach, data gathering, analysis, problem identification, alternatives, and recommended solutions.
- ▶ Design and deliver individual, organizational and management training programs.
- ▶ Make sound business decisions based on limited, complex or contradicting information and relevant public service ethical principles.
- ▶ Communicate effectively both orally and in writing including preparing comprehensive work papers.
- ▶ Establish and maintain cooperative relationships with plan sponsors, external contractors and all levels of staff.
- ▶ Review and understand job descriptions, policy manuals, organization charts and business plan.
- ▶ Conduct research using a variety of research techniques; collect, compile, analyze and interpret data.
- ▶ Exhibit exemplary interpersonal skills and exercise sound judgment and professionalism in business matters.
- ▶ Perform job functions independently, objectively, and within set timeframes.
- ▶ Highly organized and flexible to adapt to changing priorities.
- ▶ Plan, multi-task and manage time effectively.
- ▶ Use of standard office equipment such as: computer, printer, scanner, fax machine, photocopier, and 10-key calculator.
- ▶ Use computer software to compose reports, spreadsheets, graphs, flowcharts, calculations and time reports, etc.

- ▶ Use of OCERS approved means of transportation to travel to and from work sites may be required for some assignments.

Compensation and Benefits

Compensation will be determined based on the experience level, credentials and personal characteristics of the candidate. OCERS' employee benefits program will be offered to the successful candidate. The competitive benefit package includes retirement and deferred compensation programs; health, dental, life and disability insurance; professional organization memberships and tuition reimbursement up to \$3,000 maximum annually; a taxable optional benefit plan; and annual leave.

Physical, Mental and Environmental Conditions

The following is a description of the physical and mental abilities that are customarily required to perform the essential job functions of this position.

Physical and Mental Requirements

- ▶ Speak and hear well enough to communicate in English clearly and understandably in person, over the telephone, and in small groups.
- ▶ Manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a telephone, keyboard, write and use a calculator.
- ▶ Mental stamina to interact professionally with members of the Board of Retirement, Plan Sponsors, peers and members.
- ▶ Vision sufficient to read fine print and a computer monitor.
- ▶ Independent body mobility, agility, and stamina to stand, walk, stoop, bend, and twist, to access a standard office environment.
- ▶ Ability to sit for prolonged periods of time.
- ▶ Body strength sufficient to lift up to 15 pounds and carry files.

Environmental Conditions:

- ▶ The primary work place is in an office environment, working with standard office equipment.
- ▶ Peripheral office equipment generates to a quiet moderate noise level.
- ▶ Operates in an environment that includes elected officials, non-elected officials, government agencies, community interest groups and the general public in the development and coordination of OCERS affairs.
- ▶ Out of area travel may be required to attend professional conferences and meetings.

Selection Procedures

OCERS Human Resources Department screens all applications and supplemental information forms to identify the qualified candidates. **Applications submitted without a completed supplemental information form will be disqualified from further consideration.** After screening, the more qualified candidates will be referred to the next step in the recruitment process and notified of all further procedures applicable to their application status.

Application Rating:

(Refer/Non-Refer) Application materials will be rated by a panel of job knowledge experts for those qualifications most needed to perform the duties of the job. The more qualified candidates will be referred to the next step. All notifications regarding this recruitment will be sent via e-mail.

Qualifications Appraisal Panel:

(Weighted 100%) Candidates will be interviewed and rated by a panel of job knowledge experts. Each candidate's rating will be based on responses to a series of structured questions designed to elicit the candidate's qualifications for the job.

Based on OCERS needs and the number of applications received, the selection procedures listed above may be modified and all affected candidates will be notified.

HOW TO APPLY

Only on-line applications with the completed supplemental questions will be accepted.

E-mail is the primary form of notification during the recruitment process. Please ensure your correct e-mail address is on your application and only use one e-mail account.

Your application should highlight all of the areas in which you have developed expertise, matching your professional experience with the specific qualifications listed above.

It is recommended that you record or print your confirmation page, as this verifies receipt of your on-line application.

You may apply on-line at the OCERS website: www.ocers.org

EEO INFORMATION

OCERS, as an Equal Employment Opportunity employer, encourages applicants from diverse backgrounds to apply.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.ocgov.com/hr>

OR

333 W. Santa Ana Blvd,
Santa Ana, CA 92701

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TRAINING MANAGER

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