

EMPLOYEE DEVELOPMENT COORDINATOR

PURPOSE AND NATURE OF WORK

Position is responsible for designing and implementing employee development programs for Lafayette Utilities System, maintaining a database of training records, creating queries and reports, and overseeing learning management systems. Work involves coordinating training through effective utilization of in-house and external resources, disseminating information and explaining personnel policies and procedures, and providing support for other personnel functions. Incumbent reports to the Customer and Support Services Manager and is assisted by a small clerical staff.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by the incumbent in this class. All of the duties performed by the incumbent may not be listed.)

Assesses training needs, designs and develops training programs, conducts training presentations in person and using an online platform, arranges for presentations by outside sources, and evaluates training programs. Manages database of training records, including course and personnel updates in learning management systems. Tracks course approvals for certifications as required and reports participation for certification. Training areas include supervision, management, leadership, ethics, performance evaluation, communication skills, grievance and disciplinary procedures, drug free workplace policy, and employee orientation. Develops and maintains a reference library of training manuals, audio/visual aids, and other educational materials. Reviews external training programs and advises if they are applicable to the LUS's needs. Assists employees in registration for basic educational courses and maintains and reports employee training records. Organizes and monitors programs designed to increase morale and productivity. Counsels individual employees on policies as appropriate. Distributes informational literature on a variety of employee development concerns. Recommends and justifies the employee development budget.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of employee training program design and training techniques for online courses, instructor-led in-person sessions, and online platforms.

Considerable knowledge of techniques used to effectively communicate policy and procedural information to employees.

Knowledge of applicable personnel law.

Ability to communicate effectively and make instructive presentations to large groups, small groups, and individuals.

Ability to assess training needs, design and implement training programs, and evaluate training effectiveness.

Ability to develop and maintain records and prepare and deliver oral and written reports.

Ability to establish and maintain effective working relationships with City-Parish officials, employees, and external agencies.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree with a concentration of coursework in Personnel Administration, Business Communication, Education or related field; considerable experience in employee development or relations, personnel administration, group training, and/or online learning; or an equivalent combination of training and experience.