

HOUSTON HOUSING AUTHORITY POSITION DESCRIPTION

Position Title: **Training & Development Coordinator**
Department: **Human Resources**
Supervisor: **Director of Human Resources, Training and Development**

Exempt Non-Exempt New Position Revision (see below)

Change of title Previous Revision Date: _____ Other (Please Specify) _____

Revised qualifications Revised duties _____

Expanded qualifications Expanded duties _____

Effective Date: 05/18/2023

Approved: _____
Senior Vice President of Administration

Approved: _____
Director Human Resources

GENERAL SUMMARY

The Training & Development Coordinator (“TDC”) is responsible for the coordination and administration of the Houston Housing Authority (“HHA”) Training Center program. This will include maintaining and improving the HHA Training Center system, coordinating with HHA’s training platform provider, scheduling internal and external training participants, maintaining training participant invoicing system, providing HHA Training Center data reporting, conducting HHA Training Center marketing, maintaining the HHA

MINIMUM QUALIFICATIONS

- A Bachelor’s degree is highly desired. A combination of education and experience will be considered.
- Must have a minimum of two years’ experience directly supporting a training program in a corporate setting.
- Must have excellent listening and communication skills (written and verbal) and have a positive attitude.
- Must be customer service centric and have a demonstrated desire for the user experience.
- Must be detail oriented.
- Experience in automation, operational excellence, or continuous improvement techniques.

- Must be physically able and willing to perform manual work and be able to lift up to 20 lbs. as required. The manual work may include moving, loading and unloading training materials, snacks, waters, sodas, during times that in-person training is conducted.
- Must be a self-starter with the ability to work with little supervision and on multiple initiatives in a fast-paced, constantly changing environment.
- Process driven, with the ability to recommend and implement changes for process improvement.
- Must be able to work a flexible schedule in order to meet business needs.
- Technical background is a plus.
- Previous direct working experience marketing a training program is highly desired.
- Excellent interpersonal skills with the ability to manage sensitive and confidential information or situations, with tact, professionalism, and diplomacy.
- Proficiency with a human resource information system (HRIS), and similar computer applications, is considered a plus.
- Proven organizational/time management skills and multi-tasking abilities to ensure that deadlines are met.
- Proficient in using Microsoft software products such as SharePoint, PowerPoint, Publisher, Word, Excel, Outlook, Visio, etc.
- Must have experience working in a highly confidential environment and understand the expectation for maintaining confidentiality.
- Must be able to reliably commute (77057) or planning to relocate before starting work (required).

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Maintains and improves HHA's current HHA Training Center program.
- Serves as the primary point-of-contact with HHA's training platform provider.
- Schedules internal and external training participants.
- Administers the Training Center email account and provides responses to all inquiries within 24-48 hours.

- Ensures that all internal HHA staff training requests are approved prior to scheduling any training.
- Monitors total Training Center budget approved by the Board of Commissioners, and provides a bi-weekly or monthly reporting of spend-to-date in order to re-submit an increase request to the Board of Commissioners. Routinely reconciles Training Center payment activity conferring with the finance team as applicable.
- Ensures that all training classes agreed upon are accurately and timely uploaded by HHA's training platform vendor.
- Administers the HHA Training Center program invoicing and payment system and works with the HHA Finance staff if any issues arise.
- Works directly with HHA stakeholders and based on HHA departmental training needs, works with HHA's training platform vendor to plan future training.
- Writes and/or updates HHA Training Center procedures, including workflows.
- Monitors training timelines and administers multi-session training programs.
- Markets available training to employees and provide necessary information related to the HHA Training Center, or other, training sessions offered by HHA.
- Serves as the Human Resources training program support specialist and answers as needed.
- Ensures that staff training records are appropriately updated and stored in a timely manner.
- Oversees in-house training facilities and equipment.
- Works with all appropriate parties in scheduling employee assessments, logging the results and setting up re-tests when needed.
- Proctors in-person assessments, as needed.

- Uploads, administers and organizes training content across training platforms utilized by HHA.
- Facilitates delivery of training by reserving and setting up needed audiovisual equipment and training rooms, scheduling training times with attendees, preparing and distributing training material such as handouts and performing other training-related tasks, and ensuring that all required training resources are available as needed.
- Provides Human Resources/training special project support, as needed.
- If needed, provides end-users with training on using the training system(s).
- Provides HHA Training Center data reporting on a recurring basis, and as requested.
- Administers the HHA Training Center payment center platform.
- Maintains the integrity and confidentiality of human resources information.
- Composes letters, memorandums, or other correspondence as required.
- May provide administrative support to the HR department, as needed.
- Perform other duties as assigned relative to the functions specified in this job description or related to the Human Resources department.

COMPLEXITY/SCOPE OF WORK:

- The employee performs routine duties by established procedure or referring to written guidelines, such as the Houston Housing Authority handbooks, desk references and existing records. The guidelines cover most job-related situations, but the employee may occasionally be required to use independent judgment in making decisions.
- The employee performs a moderate number of routine and generally related tasks.
- Instructions to the employee may be general or specific in nature.
- Courses of action are determined by established procedures and/or the Director of Human Resources, Training, and Development or Designee.
- The employee's work is reviewed periodically for accuracy, completion, and compliance with the policies and procedures.
- Tasks may occasionally have to be coordinated, integrated, and/or prioritized.
- The employee refers to the Houston Housing Authority and HUD guidelines, Federal Mandates, and to the Houston Housing Authority's personnel policies and procedures in performing work. These guidelines cover most job-related situations although the

employee is required to use independent judgment in making decisions. If guidelines do not cover a situation, the employee consults the Director of Human Resources, Training, and Development or Designee.

SUPERVISORY CONTROLS

Employee does not have direct supervisory responsibilities or controls.

PERSONAL CONTACTS

The employee will have contact with executive employees, other Houston Housing Authority employees, board members, and residents. Intermittently, the employee has contact with regulatory agency personnel and personnel from other Authorities, state and local agencies, contractors and business firms. The purpose of these contacts is to facilitate communications between executive staff members and other employees and persons outside the Houston Housing Authority.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

Work is principally sedentary, but will require physical exertion, such as lifting (up to 20 lbs.), bending, reaching, kneeling, crouching, , and eyestrain from working with computers and other office equipment.

Work involves the normal risks and discomforts associated with an office environment, but are usually in an area that is adequately cooled, heated, lighted, and ventilated. Hours may vary based on business needs of the department and some weekend, evening hours or holidays may be required during special events.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.