

STATE OF MONTANA

JOB DESCRIPTION

Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: Training & Implementation Program Manager Position Number: 41013

Location: Helena Department: Transportation

Division and Bureau: Maintenance Division / Maintenance Bureau

Section and Unit: n/a

Job Overview: *Refer to the instructions and training section for more information.*

The Training & Implementation Program Manager provides training for employees within the Maintenance division, including Helena headquarters and the five districts across the state. The Maintenance division relies on this position to bring training needs to management and ensuring sure those needs prioritized and addressed as funding allows. Additionally this position will investigate innovative materials, new maintenance techniques and emerging technology recommending their use for implementation and training personnel on their use.

This position serves as a research project manager and to develop, implement and manage the Maintenance Training Program. Responsible for conducting needs assessments, identifying sources/content for training, and reviewing Requests for Proposals (RFPs) for training, administering contracts for training by consultants, developing training materials, teaching classes, and managing training budgets. When implementing new software in the Maintenance division, this position assists developing and delivering training statewide. This position assists in developing, scheduling and delivering training for existing software utilized by the Maintenance division which is not supported by the ISD division's training. This position will coordinate with the Human Resource Division to maximize the effectiveness and efficiency of MDT's training initiatives, programs and budgets. This position will not be responsible for the soft skills or leadership programs delivered by Human Resources Division.

This position supervises and conducts new and ongoing research analysis, development and implementation of technical enhancements and business improvements to division information, data, and statistical information. Additionally, this position will research materials and technology trends in the field of transportation maintenance. This position will make recommendations on

innovative materials, new maintenance techniques and emerging technology using new ideas from MDT personnel within the state and trends outside the state.

Essential Functions (Major Duties or Responsibilities):

A job usually has three to five major duties. List major duties in order of importance. Refer to the instructions and training section for more information.

Research and Technical Assistance 40%

- Provides research and technical assistance services to maintenance staff. Provides detailed technical and professional advice and assistance to District personnel, FHWA personnel, materials suppliers, the public, and other bureaus in MDT. Provides assistance regarding experimental processes or technology; investigates and assesses the performance emerging technologies; coordinates surveys of other states and organizations; and identifies new trends, technology, and materials that may have applications for roadway maintenance. Makes recommendations to Maintenance Division management for implementation and if implemented, will train personnel on these technologies.
- Research innovative applications for materials, technology, and trends for the maintenance of highways. Provide technical expertise and professional guidance to Bureaus or Districts that are considering various options and alternatives.
- Coordinate with District and Area personnel, managers, consultants, and manufacturers to provide instruction and guidance related to new specifications, and application of equipment, and procedures associated materials, technology, and trends for roadway maintenance. Monitor implementation of new materials, technology, and trends, and train maintenance personnel in the use of these novel approaches.
- Coordinate surveys of other states and organizations to gather information regarding new materials, technology, and trends in highway maintenance. Evaluate responses to identify methods and procedures that may enhance MDT's development and implementation of new materials, technology, and trends in highway maintenance. Responds to technical questionnaires and inquiries regarding the Maintenance division's use of materials, technology, and trends in highway maintenance.
- Coordinates, conducts, directs and manages multiple complex research projects to analyze current and potential materials and technology that may enhance quality, safety, efficiency and cost effectiveness of transportation maintenance activities
- Coordinates, conducts, directs and manages multiple investigations of experimental projects to identify and resolve maintenance problems. Develops and presents reports and recommendations based upon experimental project outcomes.

Maintenance Training Program Management 40%

The Maintenance Training Program provides managers consistent, regularly scheduled training opportunities for employees, which enable employees to advance in career ladders, and creates a pool of qualified candidates for management positions.

- Develops, implements and manages a Maintenance Training Program. Identifies the training needs for each employee from entry level through retirement for all employees in the Maintenance Division including facility, communications, and equipment employees. Develop and implement a complex training program to a diverse audience including technical and professional staff requires using innovative techniques to achieve success.
- Applies fiscal budgetary constraints and facilitates training priorities with management within the Maintenance division. Designs a training program using extensive information with numerous variables, determines relative importance of data all within a fiscally constrained program.
- For all training classes and the Maintenance Training Program, this position develops procedures and manages all aspects of the training:
 - Financial – Negotiates contracts, manages budgets, and approves billing invoices. Makes frequent highly technical decisions.
 - Training consultant selection and oversight – Selects training consultants, identifies training objectives, modifies content and delivery techniques to match adult learners' needs and ensures training meets MDT standards. Requires frequent assessment of materials which may present dissimilar solutions to meet an identified need.
 - Facilitation - Facilitates meetings and conference planning sessions between training consultants, facilities managers and MDT management and staff. Establishes the Maintenance Academy and training schedules, staffing needs, academy/training location, audio-visual needs, and production of training materials.
- Oversees all Maintenance Training Program contracts. For the Maintenance Academy, this position initiates, negotiates, approves payments and manages all academy contracts, facilities, and arrangements, budget and scheduling. Initiates, negotiates, reviews invoices, approves payments and manages all contracts and billings for the Maintenance Division Training Program. This position manages the Maintenance Division's training budget.

Training Development and Implementation 15%

- Identifies training needs for all Maintenance employees and meets those needs by prioritizing training, developing training materials or identifying appropriate sources for training. Responsible for forecasting long-range training needs for the Maintenance Division and securing budgeting for those needs. Researches, analyzes and evaluates courses and training materials. Evaluates and incorporates innovative technologies such as Web Based Training and Computer Based Training when appropriate. Assesses the effectiveness of agency training and determines what modifications are required to enable the Department to meet its identified goals and objectives. Meets with technical experts, engineers, Federal Highway Administration officials, consultants and upper management in performing these functions.
- Develops new training programs to ensure employees meets all requirements for their position. This includes entry level driver training, MMS training, Maintenance Ordering Systems, and the Maintenance Operations Reporting Tool. This may include certification of the trainer for each training module.
- Works closely with Maintenance Division's management within Helena and in the 10 maintenance areas to design and develop technical training programs and curricula. This requires review and research of literature and existing training programs in other states, and other providers. Represents the Maintenance Division on all committees that review

technical RFPs that contain a training component. Responsible for evaluating RFP submittals to determine if adult learning theory and methodology is addressed.

- Applies expertise in adult learning methodology and applies adult learning methodology when identifying training objectives and creating instructional materials for a diverse group of adult learners. Make modifications to training content and delivery techniques to meet individual learning styles.
- Responsible for providing innovative and cost effective training for the Maintenance Division. Calculates a return on investment of training funds expended for training purposes.
- Ensures new Maintenance Division employees receive adequate and timely training for their position. This training focuses on employee safety, basic employee technical skills, highway maintenance contract documents and specifications.,
- Ensures current and new training materials are used in Maintenance academy and training sessions are up-to-date. Coordinate with subject matter experts, and have an understanding of MDT policies, procedures and practices. Understanding of legislative statutes which affect Maintenance Program training materials.
- Coordinates with subject matter experts for development of training materials for new and existing software utilized by the Maintenance Division. Facilitates and/or provides Maintenance staff training for new and existing software utilized by the Maintenance Division that is not educationally supported by supported by either the Information Services Division or other subject matter experts within MDT. Provides “Train-the-Trainer” assistance to Maintenance division staff who have been assigned an ad-hoc training assignment.

Other Duties 5%

This position performs a variety of other duties as assigned by Maintenance Division management in support of the Department mission and Division objectives. Coordinate and conduct a variety of other research and development projects, directing special studies/projects, attending ongoing education or trainings, and other technical assistance services.

Supervision

If this incumbent supervises others, please list each employee supervised and the position number:

The number of employees supervised is: n/a

The position number for each supervised employee is: n/a

Physical and Environmental Demands:

Facilitate groups; operate motor vehicles; word processing and data entry; reading and writing; operate audio visual equipment; and computer operation. This position requires the ability to walk over uneven terrain, extensive travel within the state and out of state, and lifting of heavy objects (training equipment and materials) weighing up to 50 lbs.

Required to travel to all MDT district offices multiple times per year, which range from 90 to 450 miles one way. Will also travel to some of MDT maintenance section house locations throughout the state. Expect an average of four (4) days of travel per month.

Knowledge, Skills and Abilities (Behaviors):

List the knowledge, skills and abilities (behaviors) typically required for the first day of work. You may also list preferred knowledge, skills and abilities.

Knowledge:

- Adult education principles and practices.
- Organizational development practices
- Basic accounting and budgeting practices
- Program administration
- Basic computer technology
- Research methodologies
- Ability to gain knowledge of policies, procedures and guidelines

Skills:

- This position must have excellent communication/facilitation skills and the ability to establish close working relationships with technical experts in the Department (district offices and headquarters), other state agencies and FHWA.
- Apply adult education principles and practices within a large diverse organization.
- Create, modify and evaluate adult education materials.
- Effectively communicate with people at all levels in the organization verbally and in writing.
- Facilitate discussions to gather information from stakeholders.
- Organize, evaluate and synthesize information gathered from a variety of sources.
- Read, comprehend and apply policies, procedures and guidelines.
- Apply defined constraints to prioritize the implementation of a complex program.
- Independently develop training materials and programs and match delivery with available technology.
- Verbally present information in a public speaking environment.
- Organize, monitor and maintain project documentation.
- Application of computer technology

Minimum Qualifications (Education and Experience):

The required knowledge and skills are typically acquired through a combination of education and experience equivalent to Bachelor's Degree in Education, Organizational Development, Business or Public Administration, Communications, Engineering or a related field.

This position requires a minimum of 3 years of experience in adult education including:

- Adult instruction
- Developing adult education programs
- Group facilitation
- Conference coordination

Experience in program management, contract management, and budget management is preferred.

Certifications, licensure, or other credentials include: Must have the ability to obtain a valid Montana Commercial Operators License (Class A, Type II) with no restrictions, a tank endorsement and a valid Medical Examiner’s Certificate (MEC).

Alternative qualifications include: Any combination of additional related work experience and education equivalent to the minimum qualifications.

Special Requirements:

List any other special required information for this position

- | | |
|--|--|
| <input type="checkbox"/> Fingerprint check | <input checked="" type="checkbox"/> Valid driver’s license |
| <input type="checkbox"/> Background check | <input type="checkbox"/> Other; Describe |
| MFPE Union Code | Safety Responsibilities |

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor	Title	Date
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Administrative Review	Title	Date
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My signature below indicates that I have read this job description.

Employee	Title	Date
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Human Resources Review

Job Code Title: Trainer 2

Job Code Number: B1F012

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

FLSA Exempt

FLSA Non-Exempt

Telework Available

Telework Not Available

Classification Complete

Organizational Chart attached

Human Resources:

Signature

Title

Date