SPOKANE TRANSIT
TRAINING INSTRUCTOR
POSITION DESCRIPTION

NATURE OF WORK
Position is responsible for the development and delivery of Spokane Transit’s skills training and education/development programs. Work includes design of curricula and course content, assessment and evaluation of student learning, and maintenance of related training records and reporting. Training has an emphasis on new hire training programs for fixed route operators, Paratransit operators and cleaner/servicers, but includes training for volunteer drivers, safety training and other required organizational related training for all levels in the organization such as, but not limited to defensive driving course, back injury prevention, first aid/CPR, stress management, customer relations, emergency handling and evacuation. Work requires maintaining certification and licensure as an operator. Work is performed in a classroom or in the field, involving exposure to physical demands involved in demonstrating techniques and methods.

SUPERVISION
Position receives general supervision from the Director of Human Resources, Safety and Security.

ESSENTIAL FUNCTIONS
Designs, coordinates and schedules comprehensive on-going employee skills training, education and development programs for all levels of the organization.

Examples of Duties
Research training content, design and develop course goals and objectives, and develop course outlines and curriculum. Determine program content and/or delivery technique to meet the needs of a specific audience or student. Update existing training program by revising and creating new material and approaches. Identify, obtain and preview training aids or programs and makes purchase recommendations to Manager.

Schedule and deliver new and advanced training programs to Coach Operators, Paratransit Operators; Vehicle Maintenance, Facilities and Grounds, Customer Service, and Administration personnel; volunteer personnel; along with other required training related to STA.

Coordinate, schedule and conduct Ride Checks to evaluate specific operational skills and public relations skills that apply to Coach Operators and Paratransit Operators.
Supervise and evaluate employee performance during training and make corrective action recommendations to the employee. Consult with management regarding employee retention or retraining issues as needed.

Maintain record keeping system to track employee participation in required and voluntary training. Prepare written reports for managers, department heads, and supervisors as needed. Complete and submit reports of training to agencies in accordance with certification requirements.

**Examples of Duties**
Assign, coordinate with, and schedule all Instructors, guest instructors, field instructors, line training instructors, and students.

Assist in the design of evaluation methods and procedures for the purpose of monitoring the effectiveness of training. Produce and maintain a Line Training Results Report for program analysis, evaluation and program enhancement.

Update and prepare all course materials. Prepare all equipment needed to deliver class such as projectors, white boards, PowerPoint, computer, prepare all training aids such as cones, tape measures, paint, bikes, wheel chairs, first aid supplies, manikins. Prepare training handouts and assessment tools. Coordinate and schedule vehicles for training purposes.

Demonstrate, instruct, evaluate, and correct student performance. Conduct CDL skills tests as a certified DOL Third Party Tester. Operate as a Coach Operator and a Paratransit Operator once per quarter for an entire shift assuming all duties of those functions.

Remain current in transit training issues and all aspects of training techniques including, train the trainer courses and research, practice, and utilize current or new theories in adult learning principles and techniques.

May serve on committees or conduct special research projects.

Represent Spokane Transit in professional and positive light to the community.

Provide excellent customer service to all customers both internally and externally.

Display and practice STA’s Core Values in the workplace.

Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of their position.
This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties and training as dictated by their supervisors.

**MINIMUM REQUIREMENTS**

**Training and Experience:** Three years work experience as a transit operator, or applicable experience in the transit field, which demonstrates the ability to instruct others. Additional instructional or leadership experience preferred.

**License:** Valid driver's license from state of residence and appropriate commercial endorsement; or other licenses or certifications specifically related to the training area of expertise. Minimum of 5 years driving experience and 2 years with a Commercial Driver’s License (CDL).

**Physical Capabilities:** The physical activity of the position requires the ability to stoop, kneel, crouch, reach, stand, walk, grasp and talk.

The sensory requirements of the position include visual acuity to determine color, depth and field of vision; and the ability to receive detailed information through oral communication and to make discriminations in sound.

Exert up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Incumbent is subject to both inside and outside environmental conditions.

**Computer Skills:** Must be proficient in the Microsoft office environment, to include Word, Excel and PowerPoint.
SELECTION FACTORS

Knowledge of current developments, literature and sources of information in the field of vocational education, transit industry, safety and employee training development; Knowledge of modern adult learning techniques and practices.

Knowledge of transit driver operations practices and policies.

Ability to research and develop training objectives, outlines and educational curriculum, including course handouts.

Ability to establish and maintain good public and employee relations.

Ability to write clear, concise and accurate correspondence and reports containing both written and numeric expression.

Ability to communicate effectively in one-on-one and in group settings and possess the ability to work with a variety of individuals.

Ability to effectively manage multiple projects and tasks to completion.

WAGE

As provided for in the labor agreement with ATU 1015.

AA/EEO

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation or veteran status.

I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.

____________________________________
Employee Signature

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