



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

Job Specification

Position Title: TRAINER
Job Code: AMAPCEO - General Admin Ama Unit 14AGA, 14AGA
Job ID: 16144

Purpose of Position:

To deliver training on technical/process elements and soft skills to staff and management of Service Ontario in any location including (but not limited to) Thunder Bay, Toronto, Kingston or Ottawa. To develop training materials and continuously improve training delivery in partnership with client groups.

Duties/Responsibilities:

1. Deliver Training and education programs to management and staff and partners such as Service Ontario by conducting seminars and workshops or one on one to meet particular training needs for staff in the areas of:

- Technical and process training
- Orientation packages for new hires and/or existing staff such as overview on basic WHMIS training, OPS and ServiceOntario policies/procedures and business rules; and
- Processes in providing various Services (i.e. counter procedures/process and business rules; call center public responses, Q&As)

2. Training Documentation: Writes training documentation based on updates current procedures, policies, business rules that are issued to all staff. Ensuring accuracy, relevancy and using plain language, and the original kept in a centralized location. Works with other trainers to ensure that materials are as effective and useful as possible. Documentation for binders and training materials (overheads, flow charts, lesson plans etc.) for use in group seminars are based on approved business rules and approved Qs and As that are provided by the Manager, Service Excellence Training. Trainer will build lessons on this information drawing on current adult education techniques. Using special equipment such as overhead, LCD projectors, television and VCR/DVD;s and software applications such as Microsoft PowerPoint, etc. to format and revise training materials and for presentation of materials.

3. On a project basis, working with other trainers, develops/writes training documentation such manuals, curriculum material, reference material to be used by participants related to specific/new ORG business i.e. New Adoption legislation process/business rules; new revenue streams associated with data collection; new counter processes.

4. Training Evaluation: Creates training evaluation forms, give forms out after trainings. Monitoring progress and developing mechanisms to test the effectiveness of training, development and education programs and identifying and implementing changes where necessary. Refers findings and suggestions for improvements to the Lead Trainer.

5. Training Plans: Prepares own lesson plans and training materials using the strategies in determining appropriate training mediums, facilitation of learning, on how the information is best delivered (i.e. classroom, one-on-one, paper-only, lunch and learn sessions, length of training, interaction with participants.etc) for approval by the Manager, Service Excellence Training.

6. Continuous Learning: Attends technical trainings to learn the different aspects of applicable systems. Develops and maintains expertise in the technical and process elements of the client Branches.

7. Other duties as assigned.

8. Frequent travel within Ontario may be required.

Knowledge:

Knowledge of current adult education learning principles and practices, training and documentation practices are required to deliver and design effective training skills, systems and business process rules that meet Service Ontarios needs.

A knowledge of training methodology is required to determine appropriate training media, facilitate learning, and to evaluate training effectiveness.

Position requires knowledge of and understanding of and support for the principles of the policies, processes, and work flow between the various teams (including security principles, and service standards) to create relevant, accurate, and thorough documentation; and to ensure checks and balances are properly taught and documented.

Knowledge of special equipment (Such as overheads, LCD projectors, television and VCR/DVDs) is required to create interactive, interesting presentations/courses/seminars/workshops. The ability to use software applications such as Microsoft PowerPoint, Word, Excel, etc, is used to format and revise training materials.

Superior oral and written communications and presentation skills are required to write/revise training materials, speaker`s notes, summaries, etc. and to effectively deliver/present training material and to make training related recommendations. Communication skills are used to facilitate trainings, group discussions, mediating/negotiating at team meetings to ensure the training schedule is accurate and most effective for all involved. Excellent oral communication skills for delivering/presenting training material and to make training-related recommendations. Written communication skills are used to write documentation, presentation notes and materials, write/revise training materials, speakers notes, summaries, etc.

Strong planning, conceptual and problem solving skills are required to interpret business processes and propose effective training documentation and methods. Project Management skills are used to track progress and plot next steps.

Organizational and time management skills are key for keeping track of own training schedule, requirements, and own work assignments to prioritize work, work on concurrent projects/training and meet tight deadlines.

Patience, discretion and tact are required to deal with a wide variety of demands, some of which cannot be completed in the timelines assigned. Interpersonal skills contribute to building morale in a team environment.

Judgement:

Incumbent works under the direction of the Manager, Service Excellence Training, with daily guidance from the Lead Trainer pertaining to coordination of scheduling, technical input etc. Consistent judgement is required to:

- Be able to review and interpret business rules and technical system changes for the development of lesson plans/general training materials and manuals.
- To decide on training methodology (format and content , mediums) and compile material required for training; creating and customizing effective training materials, manuals; deciding on the format of documentation, the style that is to be used, keeping it together on one central drive, and working with trainers to update materials periodically.
- Evaluate training results and recommending changes to the

Branch policy and process manuals, current training manuals and legislation guides are available as resource material. Unprecedented, unusual, complex or sensitive matters such as change of name legislation and adoption information processes and information handling are discussed with Manager, Service Excellence Training.

Accountability - Programs:

Position is accountable for taking business rules, program objectives and policies and ensures training materials and sessions reflect the correct interpretation for trainees. Position is also accountable for the accuracy and consistency of training communication relating to business rules, policies and procedures.

Accountability - Impact of Errors:

Inaccurate translation of business rules into lesson plans, poor delivery of information, and/or ineffective training programs/materials will negatively impact the productivity of ServiceOntario and its ability to

meet production targets, thereby reflecting on the credibility of the organization and negatively influencing employees on-the-job performance, potentially resulting public embarrassment to staff, resulting in reduced productivity and the potential for backlogs. If employees are incorrectly trained, there is the potential for security problems, decreased levels of customer service, and eventually loss of public/other staff confidence, poor media coverage, and embarrassment to the branch and ministry.

Contact - Internal:

Daily contact with other Trainers for guidance in interpreting business rules for the development of training materials and lesson plans and to receive direction on assignments, Regular contact with Manager, Service Excellence Training regarding direction, supervision and all matters relating to performance. Frequent contact with ServiceOntario staff and partners to facilitate training sessions, collect evaluations, answer any questions and ensure training needs have been met.

Contact - External:

Occasional contact with training community to attend lectures, conferences, and to keep up to date on adult education information.

Potential for contact with external training providers to investigate/benchmark courses and consider outsourcing sessions.