



JOB TITLE: PROFESSIONAL DEVELOPMENT SPECIALIST

Classification: Classified
Salary Range: 32

Retirement Type: PERS*
Revised/Board Approved: June 21, 2021

BASIC FUNCTION:

Under the direction of an assigned Administrator, the Professional Development Specialist performs a variety of specialized and technical processes and procedures in support of programs and services administered through the Professional Development Office. Serves as a point of contact for deans, faculty, staff, and administrators. Works with District departments and external vendors to deliver timely and organized programs, services, and events.

REPRESENTATIVE DUTIES:

Coordinate all supporting activities and administrative functions of the office. Receive walk-in guests and inquiries via phone and email from a variety of individuals. Provide information and resolve matters as appropriate, or route inquiries as necessary.

Manage the tracking and reporting of faculty Flex hours in an online platform system. Maintain accountability records for faculty with respect to their flex obligations in accordance with the Chancellor's Office requirements. Create and message faculty on Flex and professional development requirements, as needed. Extract and organize data to prepare reports for supervisor detailing program compliance and other statistics.

Compile and analyze data relating to the professional development activities for all employees (e.g., faculty Flex hours, individual projects, conference attendance, etc.) Prepare ad hoc reports as needed.

Assist supervisor in analyzing and developing appropriate training materials and delivery formats for a variety of college-wide functions and programs.

Provide end-user support for faculty experiencing difficulties navigating the department's online platform. Receive and respond to inquiries for assistance and work to provide information and resolutions based on faculty needs (i.e., enrollment problems, user issues, etc.)

Troubleshoot and problem-solve registration and attendance processes, Flex hour upload functions, and workshop set ups in the online platform. Maintain up-to-date active user lists. Modify online platform by proactively experimenting and analyzing system functionality and new approaches to improve efficiencies. Initiate updates and changes to ensure accurate and complete data collection. Manually input data as needed. Consult with external technical support entities as needed.

Work with various department staff to develop multi-media materials addressing critical procedures/processes within their departments and follow-up with recommendations for improvement.

Collaborate with the Faculty Development Committee to maintain up-to-date Flex information on the Professional Development website. Develop and maintain department social media and web content.

Independently coordinate, prioritize, and monitor workflow and projects, particularly for special events. Arrange event logistics, acting as a liaison between administrative and academic departments and external vendors and guests. Determine event service needs (e.g., security, custodial services, catering, IT support) and submit work orders as appropriate. Attend events to monitor activities and ensure details are handled as planned. Distribute surveys after events to collect feedback and develop improvements in consultation with supervisor.

Assist with the marketing of professional development projects by creating electronic flyers, announcements, and publications. Develop concept designs and collaborate with Marketing and Communications to ensure consistency and quality of promotional materials and invitations.

Stay current on Chancellor's Office professional development guidelines and other professional development-related advancements and technologies.

May schedule, train, and oversee student workers and temporary workers.

Perform other related duties as assigned or requested.

JOB QUALIFICATIONS:

Education and Experience:

Associate degree or two (2) years of college level coursework.

Four (4) years of increasingly responsible experience supporting professional development and/or training.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Computer and emerging technologies, a broad range of presentation applications for multi-media training, and MS Office Suite (Word, Excel, PowerPoint, Outlook, Access, and Publisher).

Principles of assessing, developing, and providing training and workflow direction.

Abilities/Skills:

Communicate effectively orally and in writing.

Learn and apply new hardware and software applications.

Work effectively and harmoniously with faculty and staff.

Analyze situations and adopt an effective course of action.

Organize day-to-day operations and maintain records.

Assist managers, supervisors, and staff with training delivery solutions and applications.

Read, interpret, apply, and explain rules, regulations, policies, and procedures.

Meet schedules and deadlines.

Maintain confidentiality of division records as required.

Work independently.

WORKING CONDITIONS:

Extensive computer work.

Interaction with faculty and staff members.

Subject to constant interruptions.

May include long periods of standing and/or sitting.

Movement from one work area to another, as needed.

Work hours may vary on days with special events.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.