Training and Development Specialist Position Information

ARE YOU READY FOR YOUR NEXT STEP?
Are you a Residence Director or new professional in Residential Life with ambitions to become an organizational leader? This position exposes you to all branches of Residential Life and with specific insight into Human Resources and Facilities Operations that will round out your resume. Have you worked in another area of Student Affairs and want an opportunity to reach a greater audience? This position offers a platform to share your passions and skills with one of the largest Higher Education staff teams in the nation. Do you work in the corporate world and want to return to the vigor of university life? This position offers the opportunity to apply your business and facilitation skills in a learning environment devoted to diversity, equity and inclusion! No matter your path, the Training and Development Specialist position provides a unique chance to apply your education and work experiences in a new way, surrounded by a team of dedicated professionals who are always striving to make a positive difference in the lives of UMass Amherst staff and students! Come be a part of the experience!

JOB SUMMARY
The University of Massachusetts Amherst (UMass), the flagship campus of the UMass system, is one of the nation’s top public research universities with over 25,000 students studying in the scenic Pioneer Valley of Western Massachusetts. Residential Life at UMass Amherst ranks among the largest residential programs in the country. We have a diverse and talented staff dedicated to providing an outstanding residential experience to the over 13,000 students living in 51 residence halls.

Assigned to Residential Life Human Resources and reporting to the Senior Staff Development Specialist, this position performs duties and responsibilities under general direction, with primary emphases on supporting the training and staff development needs of the Facilities Operations unit. Periodic additional emphasis will be given to related needs for Residential Life generally and across Student Affairs and Campus Life (SACL). Primary duties focus on creating, delivering, assessing and tracking training and staff development modules/opportunities and their related effectiveness. The scope and scale of this role are diverse and broad, with some 700 full-time and 2,400 student employees serving SACL (and represented by nine unions). This position serves on/supports related committees and assumes leadership of the Residential Life training and development team in the absence of the Senior Staff Development Specialist.

PRIMARY RESPONSIBILITIES
- Lead development, implementation and assessment of an integrated training and staff development plan for Residential Life Facilities Operations. This includes, but is not limited to, coordinating critical compliance trainings, ongoing skill development workshops with unit leaders and supervisors, individual development plans, Safety Training Committee membership, developing and hosting an annual Facilities Operations Career Fair and Wellness Conference, and facilitating a Career Ladder Initiative designed to provide maintainers with upward mobility options. In order to meet the diverse needs of the Facilities Operations staff, this position is responsible for developing sustainable ESL tutoring and skill building programs, translation services, computer literacy skill enhancement programs with a focus on email use, and net ID registration processes. This position will regularly interface with Facilities Operations leadership to foster related systemic growth and positive organizational change.
- Implement a comprehensive Supervisory Skill Development Training Program for Residential Life with potential for expansion to the Student Affairs and Campus Life division (SACL). Create clear expectations and protocols, online and in-person training modules, learning materials in multiple mediums, and employee and tool assessments. Ensure active engagement and integration into supervisor's daily work and tracking of related performance. Continually improve, expand and sustain this initiative to ensure all supervisors are performing to established standards.
- Support and participate in related department and division-wide initiatives; e.g., SACL Kick-Off Breakfast, SACL New Employee Orientation, SACL Matrix Working Group, and Residential Life Program Review work groups. Liaise with related campus offices; including, but not limited to Workplace Learning and Development, Labor Management Workplace Education, Kinesiology Department (Wellness Conference), Environmental Health and Safety, UMass Amherst Police Department, University Human Resources and other agencies critical to the training and development of Residential Life/SACL staff members.
PRIMARY RESPONSIBILITIES (continued)

• Lead assessment initiatives for the Human Resources training and development team, serve as a SACL Assessment Liaison, and take responsibility for the implementation of fair, effective, confidential, and well-documented assessment practices within the scope of the position. Regularly meet with unit leadership and staff to establish related best practices, learning outcomes and training cycle coordination. Create data-driven, cohesive and sustainable training programs across the department that are rooted in core competencies development.

• Supervise professional staff interns (typically Residence Directors with collateral job/professional development assignments) and ACUHO-I interns (typically graduate students from other institutions). Includes training interns on common Human Resources practices, onboarding and integrating interns into daily operations, providing opportunities for development, and managing all assigned projects. Supervise undergraduate student staff members supporting the Wellness Conference and other large-scale staff development initiatives.

ADDITIONAL RESPONSIBILITIES

• Performs related duties to meet Department, Executive Area/Division, and University goals and objectives.
• Understands responsibilities with respect to Title IX, Clery and other compliance requirements
• Demonstrates capacity, skill and willingness to engage students and contribute to student success.
• Works collaboratively with other campus stakeholders to fulfill the mission of Student Affairs and Campus Life
• Understands responsibilities with respect to conflicts of interest and behaves in ways consistent both with law and with University policy.
• Contributes toward creating a positive and respectful workplace defined by personal and professional competence, integrity, and collaboration.
• Understands and contributes to implementation of departmental and institutional goals for achieving non-discrimination and creating a respectful, inclusive environment that is supportive of diversity.
• Uses access to sensitive and/or not yet public university related information only in the performance of the responsibilities of position and exercises care to prevent unnecessary disclosure to others.

QUALIFICATIONS

• Master’s Degree Higher Education Administration, Human Resources, or related field.
• 2 Years work experience in Student Affairs to include training, development, and/or educational responsibilities.
• Previous experience teaching, training, and/or developing courses for diverse, adult (age 18+) learners utilizing multiple formats and techniques.
• Demonstrated experience with project management, committee chairing, and/or supervision of a work team.
• Established skills in typical suited office software and experience developing and managing databases, assessment tools, and/or on-line course content.
• Excellent communication skills and proven ability to honor confidentiality and exercise appropriate discretion.
• Ability to work independently, effectively managing routine work and assigned projects.

BENEFITS & COMPENSATION

This position is part of the Professional Staff Union (PSU Unit A) which offers an attractive compensation/benefits package including generous vacation, sick and personal time accruals, tuition remission and waivers, group health insurance, dental and vision options, participation in the Massachusetts state retirement system and more. To learn more, visit: http://www.umass.edu/humres/psu-unit-bargaining-agreement. Please consult the University of Massachusetts Human Resources website for further details.

Hiring Salary Range: $46,200-$58,000 (Normal Starting Salary: $46,200-$52,100)

APPLY TODAY

Please visit the UMass Amherst Interview Exchange site at: https://umass.interviewexchange.com/jobofferdetails.jsp?JOBID=71411&CNTRNO=26&TSTMP=1465391076892. Select the “Apply Now” button at the bottom of the page. Priority deadline is June 27, 2016.

The University of Massachusetts is committed to a policy of equal opportunity without regard to race, color, religion, gender, gender identity or expression, age, sexual orientation, national origin, ancestry, disability, military status, or genetic information in employment, admission to and participation in academic programs, activities, and services, and the selection of vendors who provide services or products to the University. To fulfill that policy, the University of Massachusetts is further committed to a program of affirmative action to eliminate or mitigate artificial barriers and to increase opportunities for the recruitment and advancement of qualified minorities, women, persons with disabilities, and covered veterans. It is the policy of the University of Massachusetts to comply with the applicable federal and state statutes, rules, and regulations concerning equal opportunity and affirmative action.