

**CROWDER COLLEGE  
POSITION DESCRIPTION**

<b>Status:</b> FT, 12 months	<b>Title</b> PERFORMANCE CONSULTANT
<b>Revised:</b> 12/14/17	<b>Department</b> TRAINING AND DEVELOPMENT SOLUTIONS (TDS)
<b>Level:</b> Training/Business	<b>IPEDS</b> OTHER PROFESSIONAL
<b>FLSA:</b> Salaried Non-Exempt	<b>Reports to</b> DIRECTOR OF TDS

**POSITION SUMMARY**

Provide instruction and training for non-credit classes and workshops for business and industry. Some specific areas of training the position will deliver include: Basic and Advanced Supervisory Academy, Team Building, Leadership, Customer Service, and Communications. This position will also market and recruit training opportunities for the TDS to area business and industry and provide support to other staff members. Position includes researching trends and staying abreast of them while customizing training sessions to mirror the needs of each individual business and other customers. Position will develop courses including classroom and hands on training sessions.

**MAJOR FUNCTIONS**

1. Provide instruction and training for business and industry.
2. Provide consultations/assessments for employers in various industries.
3. Coordinate and prepare training materials as required. (Books, presentations, class materials, equipment, etc.)
4. Load/unload equipment as needed.
5. Clean and maintain equipment.
6. Assist in marketing and scheduling training.
7. Transport training materials and equipment as necessary to off-campus sites.
8. Develop and maintain positive relationships with participants, customers, businesses, and staff.
9. Develop, coordinate and prepare written materials, forms, and documents appropriate for instructional and administrative needs.
10. Maintain confidentiality of participants and proprietary information of companies.
11. Moderate classroom discussions to minimize distractions and sharing of company specific information by participants.
12. Perform other related duties as required.

**KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE**

1. Bachelor's Degree preferred. Appropriate related experience considered in lieu of education.
2. Willingness to attain various industry-recognized certifications upon hire.
3. Teaching experience preferred.
4. Valid drivers license with good driving record
5. Possess communication skills and be able to present information to groups
6. Cultivate and maintain good relationships with client companies and community partners

### **EQUIPMENT/SOFTWARE**

Operate and maintain equipment

Drive college vehicles as needed, including vans and trucks.

Information Technology Abilities required:

Ability to operate a personal computer using the Windows environment.

Ability to operate a personal computer within the Crowder College Network environment.

Ability to use E-mail.

Ability to effectively use MS Office Suite.

### **POSITIONS SUPERVISED**

None.

### **WORKING CONDITIONS**

1. Varied environments from classrooms, industrial sites, and/or outdoors.
2. Responsibilities occasionally involve early morning, evening and weekend work.
3. Travel required for some assignments.
4. A neat appearance and appropriate apparel are required.
5. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **PHYSICAL DEMANDS**

1. May require lifting of up to 50 pounds.
2. Requires mobility within the office, classrooms, and training sites.
3. Input and access information using computers, including laptops.
4. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision.

### **CREATIVE AND ANALYTICAL SKILLS**

1. Ability to devise or modify methods or processes to solve specific problems and assess performance level gaps.
2. Ability to devise and implement plans for improving performance levels customizing each training session and plan for individual businesses.
3. Ability to interpret a variety of technical and instructional material.
4. Reading and evaluating training assessments and materials

### **LANGUAGE/COMMUNICATIONS SKILLS**

1. Ability to communicate effectively with a variety of people, including employees, participants, customized training customers, and the general public.
2. Ability to read and understand technical journals and similar publications.
3. Ability to effectively present information and respond to questions.