

Rural Community Assistance Corporation
Job Description

Training Strategist

Classification: *Grade 13*
Status: *Exempt*

Department: *Operations*
Supervisor: *Chief Operations Officer*

Organization

Founded in 1978, RCAC seeks to collaboratively build the capacity of organizations that serve low-income people living in the rural West (13 states including Alaska and Hawaii). RCAC works in partnership with small rural and Indigenous communities and other local agencies to provide tools and resources necessary to improve their quality of life. RCAC offers a wide range of services to communities with fewer than 50,000 people including technical assistance and training for environmental infrastructure; affordable housing development; economic and leadership development; and financing to support community development. Since its inception, RCAC's dedicated staff and active board have helped affect positive change in rural and Indigenous communities across the West.

Operations

The Training Strategist (TS) will report to the Chief Operations Officer (COO), as part of the Operations team. The COO reports to the Chief Executive Officer (CEO) and oversees RCAC's daily operations and procedures securing business functionality to drive extensive and sustainable growth.

Position Description

This is a new position at RCAC with the long-term goal of assisting RCAC to become the premier training organization in the West. The TS is part of the Operations team and reports directly to the COO, working collaboratively across all departments and with the Outstanding Trainers Training Every RCACer (OTTER) committee to implement RCAC's training, education, and professional development systems.

Specific job goals, objectives and tasks are established for each employee as part of the annual evaluation process. Duties and responsibilities include but are not limited to:

- Conduct a needs assessment of RCAC's current educational systems and identify strategies to build a cohesive program and implement a new educational strategy agency-wide
- Coordinate with the OTTER, Staff Operations (SO), and Culture Resource Coordinator (CRC) to assist with the implementation of a new onboarding program and a formal training mentorship program
- Work with the OTTER and SO teams to refine and implement continuous staff development through OTTER University
- Work with internal and external partners to develop and market RCAC as a premier training organization in the west

The TS will work through a phased approach:

Phase 1: Evaluation & Strategy Building: One to three years

- Conduct a measured evaluation of RCAC's existing training and educational systems
- Develop an agency-wide educational strategy that incorporates our brand, mission, Diversity, Equity and Inclusion(DEI), data impact initiative, and our new approach of being outcomes based
- Build training infrastructure that acts as a central educational hub:
 - for developing, conducting, housing, *and* evaluating curriculum that applies across departments
 - to include external access for communities to access recorded, interactive sessions, on demand
 - to include Quality Assurance/Quality Control processes and outcomes measurements.
- Support the build out of OTTER University for both internal and external users in collaboration with the OTTER team
- Develop and offer a training certification system and mentorship system
- Create a more effective and streamlined onboarding system for new employees in collaboration with SO, the CRC, and OTTER
- Participate in curriculum design processes that focus on adult learning and participant centered learning techniques

Phase 2: Implementation and Maintaining: Ongoing Duties of Position

- Communicate new strategies and processes with internal partners to get feedback and buy in
- Implement and maintain agency training strategy in collaboration with OTTER and other stakeholders
- Implement and maintain new training infrastructure and processes
- Coordinate with internal partners to ensure effective ongoing evaluation systems of trainings at RCAC, that align with the data impact initiative
- Develop guidance documents and train staff on new procedures and update as necessary
- Develop, implement, and oversee a Training Mentorship Program with OTTER, SO, and department directors

Physical Job Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable persons with disabilities to perform the essential functions.

Work performed in an office requires ability to operate computers and various pieces of office equipment, including telephone. Use may be moderate (average two hours per day) to heavy (four or more hours per day)

While performing the duties of this position, the employee is frequently required to stand and/or sit for prolonged periods of time; walk; talk; hear; use hand to finger; handle; feel or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl.

The employee may occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

This position also requires moderate (up to two days per month) to heavy (up to 10 days per month) automobile and airline travel, including overnight travel.

Preferred Education and Experience

A variety of experience is necessary to qualify for the position. A typical qualifying combination may include:

Experience:

- Possess strong creativity and organizational skills that enable high level execution of new designs and systems
- Use of culturally relevant learning processes for adult learning
- Excellent leadership skills with the ability to problem solve
- Excellent interpersonal and communication skills
- Experience with instructional design and working with subject matter experts to design learning curriculum
- Knowledge and experience with multiple forms of content creation, including video, infographics, and social media platforms
- Experience with eLearning content creation tools such as Articulate Studio/Storyline, Camtasia, Adobe Photoshop/Illustrator, etc.
- Experience with adult learning and facilitation
- Ability to create strong adult learning environments, both virtually and in person, in alignment with industry best practices
- Adept at analyzing and synthesizing data to develop meaningful and actionable strategies
- Extensive knowledge and experience in employee, manager, and leadership development
- Experience in a post-production editorial environment with knowledge of industry standard workflows and organization

Special Requirements

Possession of a valid driver's license and proof of insurance that meets the minimum requirements (\$100,000/\$300,000) of RCAC corporate liability policy will be required when traveling for business purposes.

The location for this position is within RCAC's service area and 60 minutes from a major airport.

RCAC is an equal opportunity employer and considers all employees and job applicants without regard to race, religion, color, gender, sex, age, national origin, disability, veteran status, sexual orientation, gender identity or marital status, or any other status protected by law. RCAC strives to reflect the diverse constituencies that the organization serves.