

Job Description



Job Title: Trainer - GK Generalist

Status: Exempt; Full-Time

Effective Date: December 9, 2024

JOB SUMMARY:

The Trainer -GK Specialist will report to the Talent Training Manager for general work items and tasks related to the Trainer role, and special projects or assignments.

PRINCIPLE DUTIES, RESPONSIBILITIES, AND JOB FUNCTIONS:

Trainer -

- **Training:** Conducts virtual and in-person GK certification seminars, special training, or courses following the approved GK training materials and tools. The candidate will be mentored to be certified in all applicable GKI Product Lines seminars.
- **Trainer Support:** Provides GK and system trainers with backup support for GK seminars (including weekends as needed).
- **Customer Relations:** Serves as GK liaison with national/international customers/potential customers and leadership groups and is responsible for maintaining strong relationships and building potential alliances to expand GK markets and viability.
- **Program Consultation:** Provides consultation and technical assistance to leadership of systems and programs to support best practices implementation and fidelity.
- **Conferencing:** Markets GK products at national conferences, in-person, and/or virtually as needed.
- **Professional development:** Work with the Talent Training Manager on the development of ongoing professional support. Work with other staff in planning GK Certified Trainer and GGK User Institutes as needed.
- **Collaboration:** Participates in GK team weekly and monthly meetings, weekly one-on-one calls with immediate supervisor, and other staff for non-seminar projects/assignments as frequently as needed. Some after-hours and weekend work may be required to meet project demands or tasks assigned.

Special Projects Assignments– Special Projects may include a variety of tasks and assignments related to any job function inside of Great Kids, activities may include but are not limited to:

- Product Management
 - Reviews research and expert recommendations to develop content for various curricula materials (e.g., outlines, conversation guides, trainer guides, etc.)
 - Assist in the layout or design of various curricula materials (e.g., asynchronous products, flyers, PPT slides, etc.)
 - English/Spanish Bilingual Staff: Assist in developing products in Spanish
- Partner Experience

- Facilitate consultations with existing and new customers on GK Product Lines
- Attend customer inquiries via email, phone, etc., as needed
- Coordination of supports and technical assistance
- Business Development and Solutions Integration
 - Data Integrity work (data entry, database clean-up, duplicate merges, etc.)
 - Support around Sales and Marketing projects as needed

ADDITIONAL:

1. All other duties as assigned.
2. Contributes and manages progress toward the GKI strategic goals in job and organizational responsibility areas.
3. Maintains current knowledge of the field and skills related to areas of responsibility.
4. Maintains professional documentation in hard copy and electronic files, per GKI procedural guidelines, for all areas of responsibility.
5. Able to travel nationally and internationally, as required, to meet job requirements. Has all required travel documents.

TRAVEL AND SEMINAR CONSIDERATIONS:

- This position may travel internationally for classroom seminars, as appropriate and needed. The expectation is that travel for classroom seminars may occur twice per month, for up to seven days for each classroom travel trip, not including any unexpected travel delays.
- Additional travel may be required for unexpected, emergent needs in the trainer role or agency/organizational meetings.
- This position will need to be flexible in its role as a "backup trainer." Serving as a backup trainer may result in travel requirements with only 24 hours' notice or readjusting a weekly schedule with very little notification.
- The ratio of virtual to classroom seminars is variable.
- Anticipate that this position will provide four to six monthly seminars if virtual; this may vary based on the organization's needs.
- If classroom and virtual combination – most likely two in-person seminars per month, two virtual seminars per month; may vary based on needs of the organization.

EDUCATION:

Bachelor's degree in Social Work, Family Counseling, Infant Mental Health, Psychology, Human Development, Public Health, Occupational Training & Development, or related field.

PROFESSIONAL EXPERIENCE:

- Preferred three years of experience using GK product lines, particularly on the Growing Great Kids Curricula.
- Minimum two (2) years of experience in training, higher education, or in the field of adult learning.

- Two years' experience as a supervisor in a home visiting program utilizing the Growing Great Kids Curriculum preferred.
- Preferred experience in delivering training in English and Spanish.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Accurate, thorough, timely, and reliable work performance.
2. Demonstrates skills for prioritizing and completing multiple tasks per required timelines.
3. Proficient in Microsoft Office Suite software. Ability to quickly learn new software systems as required, including but not limited to learning management systems, customer relations management software, and project management software.
4. Demonstrates professional judgment in responding to potentially sensitive situations for GK by assessing a situation from several perspectives, considering various alternatives, and choosing the appropriate course of action, while maintaining due respect for the interests of all those involved, including protection of the appropriate interests of Great Kids. Consults with the Manager or Director regarding sensitive situations for support and guidance.
5. Respectful of the needs and concerns, including the privacy of co-workers, customers, and others. Practice Strength-Based and Solution-Focused communication with co-workers, business contacts, and customers. Advances the morale of the GK Team through strength-based interactions and a positive attitude.
6. Demonstrates flexibility and a positive attitude when priorities shift, and the workload is heavy.
7. Strong, effective team player.
8. Pleasant telephone skills.
9. Effective written and verbal communication skills.
10. Effective troubleshooting and critical thinking skills.
11. Ability to deliver criticism and correction, where appropriate, in a respectful and constructive manner.
12. Bilingual in English and Spanish desired.
13. Extensive knowledge of research and societal impacts of infant and child development, infant and adult mental health, parenting practices, family dynamics, child abuse and neglect, domestic violence, substance abuse, and motivating for behavior change, prevention, and home visiting.
14. Public speaking skills with experience in developing and delivering in-person & virtual presentations. Certified GKI trainer preferred.
15. Excellent virtual presentation skills and knowledge of ZOOM and/or other virtual meeting platforms.

POSITION LEVEL:

At Level I status, the employee will demonstrate the ability to respond to problems and show proficiency as per the following criteria:

- The employee can successfully complete tasks as listed in the job description. Help from an expert may be required from time to time, but the employee can usually perform the skills independently.
- The focus on this level is on applying and enhancing knowledge and skills,
- Can apply competencies to situations occasionally while needing minimum guidance to perform successfully,

- Can understand and discuss application and implications of changes to processes, policies, procedures, practices, and functions.
- Assist in developing reference and resource materials for the team and the organization.

WORKING CONDITIONS:

Virtual office position if candidate resides outside GK Headquarters office. Must have access to reliable internet and phone service—a dedicated space, free from distraction and professional in appearance. Must comply with the Remote/Work from Home Policy.

Generally good working conditions with little or no exposure to extremes in noise, temperature, or health hazards.

PHYSICAL AND MENTAL DEMANDS:

The role typically works in an office environment and is a sedentary position with the required ability to sit or frequently stand throughout the day. The position requires the ability to move around workspaces and the office occasionally. This position must constantly operate a computer, phone, and other office productivity equipment. This position frequently communicates with the staff, clients, vendors, and suppliers.

In situations where the position may need to support shipping and inventory: The physical requirements include the ability to stand and walk around in the shipping and inventory rooms approximately 4-5 hours per day, ability to lift and carry up to 35 lbs. boxes multiple times during each work hour.

GENERAL:

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by their Manager/Director. All requirements are subject to change over time and possible modification to reasonably accommodate individuals with a disability.

I hereby certify I have received, read, understood, and will retain a copy of this job description.

EMPLOYEE:

Print Name: _____

Signature: _____

Date: _____

MANAGER/DIRECTOR

Signature: _____

Title: _____

Date: _____