



**SHARON R. BOCK**  
Clerk & Comptroller  
Palm Beach County

**CLERK & COMPTROLLER, PALM BEACH COUNTY  
CLASS DESCRIPTION**

**CLASSIFICATION TITLE: TECHNICAL TRAINER**

**GENERAL DESCRIPTION OF DUTIES**

Under general direction, this position is responsible for delivering training to Clerk & Comptroller employees. Work requires knowledge of training systems, resources, materials, and teaching methodologies. Incumbent is responsible for objectively assessing performance and progress of trainees. Employees in this classification coordinate and implement instruction in an orderly and professional manner adjusting presentation approach and curriculum according to audience learning style and skill level. Incumbents may also be responsible for analyzing, designing, developing and coordinating training.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**EXAMPLES OF ESSENTIAL FUNCTIONS**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Conducts and manages all aspects of one-on-one training and classroom training for Court Operations staff

Coordinates and implements instruction in an orderly and professional manner, adjusting presentation approach and curriculum according to audience learning style and skill level

Develops/chooses classroom scenarios and case studies to supplement lectures and assess learning

Assists in writing training materials from vendor documentation, Court Operations departmental process flows and system testing; conducts peer review and testing for other trainers' written guides and online training

Assists with tracking and recording participant attendance and achievement

Assists with documenting business process flows by conducting interviews and observing workflow

Learns new courts software through self-directed learning and testing; analyzes various business processes and quickly learns new functional areas

Reviews course evaluations to determine effectiveness of training

Prioritizes and performs assignments to achieve maximum efficiency and effectiveness

Proficiently performs all assignments using various technology and applications such as Word, Excel, PowerPoint

## TECHNICAL TRAINER

Maintains established organizational/departmental productivity standards

Safely and successfully performs essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards

Maintains reasonably regular, punctual attendance consistent with the ADA, FMLA, other federal, state and local standards and the organization's attendance policies and procedures

Comes to work and works the regular schedule and shift for the position

Complies with all personnel policies and procedures

### MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Provides customer service using multilingual skills as the need arises, if applicable

Performs related duties as directed

### MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in Business Administration, Education, Communications or related field, supplemented by two (2) years of recent and relevant experience; or an equivalent combination of education, training and experience.

### ADA COMPLIANCE

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some sustained standing, lifting, carrying, pushing and/or pulling of objects and materials of a moderate weight (12-20 pounds) and occasionally heavy weight (20-50 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Some tasks require visual perception and discrimination. Tasks require the ability to communicate orally and in writing.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions.

The Clerk & Comptroller, Palm Beach County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Clerk & Comptroller, Palm Beach County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I can perform this job with or without a reasonable accommodation.  Yes  No

I would like to request a reasonable accommodation.  Yes  No

*\*If yes, you will be contacted by the Benefits Administrator to begin the interactive dialogue process.*

**TECHNICAL TRAINER**

All job descriptions are subject to revision and amendment. I have received a copy of this job description and am fully aware of the expectations of the job.

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Employee Signature

Date

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Printed Name

Department