



# Homes and Community Renewal

## *Job Opportunities at New York State Homes and Community Renewal*

***Build a career while building a better community. Rewarding careers in Public Service start here!***

### **TRAINING SPECIALIST 1**

*Albany, NY*

New York State Homes and Community Renewal (HCR) is the State's affordable housing agency, with a mission to build, preserve, and protect affordable housing and increase homeownership throughout New York State.

Under the leadership of Governor Kathy Hochul and Commissioner RuthAnne Visnauskas, **HCR** is a vibrant, innovative agency that integrates and leverages New York State's housing resources. We have offices in New York City, Albany, Buffalo and Syracuse, and employ a diverse workforce of professionals who are hard-working and committed to serving low and moderate income families. Our mission is far reaching, encompassing single and multifamily housing finance, home improvement, rent regulation, housing subsidies, and community development. We partner regularly with a variety of public and private stakeholders.

Achieving this mission requires a wide range of skills and backgrounds in public policy, administration, real estate, architecture, finance, law, and many other areas of expertise. We seek to provide a workplace environment that is productive, flexible, accountable, ethical, and caring. Our employees are empowered to make a difference where they live and work. We offer competitive pay and a comprehensive benefits package, including paid leave, health, dental, vision, retirement, and family-friendly policies.

**The Office of Professional Services (OPS)** is responsible for all administrative and support services, including Human Resources, Training and Professional Development, Policy Development, Competitive Procurement and Contract Management, Fiscal Planning, Accounting and Treasury Services, Facilities and Building Management Services, and Information Technology Services. OPS values professionals that enjoy working in a fast-paced environment and who have the skills required to effectively plan, direct, and coordinate HCR's wide array of support services across multiple payrolls.

#### **JOB SUMMARY**

Training Specialists develop and present training programs to improve and maintain the knowledge, skills, and abilities of employees used on-the-job, to better enable those employees to carry out the employing agency's mission. Employees may train agency employees directly; or may provide direct training to local government employees or other parties; or may develop and administer contracts for providing training services.

Agency Training and Development Specialists 1s develop and present segments of an agency training program designed to improve the on-the-job knowledge and abilities of clerical, technical, supervisory, and administrative personnel to better enable them to carry out an agency's mission.

Training Specialists also maintain the learning records for the agency and prepare materials for training sessions. Employees develop and broker trainings to meet agency needs. Employees also assist the agency with responding to training questions and related inquiries.



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### **RESPONSIBILITIES**

- Develops and presents specific training courses in an agency's training program.
  - Identifies specific training needs by reviewing agency programs and by discussing staff and program requirements with program managers.
  - Prepares material for training sessions.
  - Develops a training program to meet identified needs by determining course content and method of presentation and obtaining training materials.
  - Prepares proposals for training programs utilizing funds provided for in State and employee agreements and for Management/Confidential training.
  - Presents training courses obtaining outside instructors or personally conducting course and selecting audiovisual teaching aids.
  - Reviews outside instructors' lesson plans to insure they agree with course outlines.
  - Makes arrangements for training courses including scheduling classroom space, setting up classroom, obtaining required equipment, material and supplies, etc.
  - Organize and prepare for virtual trainings
  - Prepares lesson plans for those courses conducted personally.
  - Presents ideas, concepts, and factual information to trainees in a classroom setting orally and by the use of training aids.
  - Replies to questions from trainees regarding material presented.
  - Evaluates training course through the use of questionnaires, review of work reports or supervisory evaluation.
  - Maintains employee attendance records for all training courses and issues certificates to employees completing the courses.
  - Manage training and maintain up to date records using the Statewide Learning Management System (SLMS).
- Informs employees and program managers of available training and educational opportunities.
  - Disseminates training announcements and information concerning educational opportunities.
  - Provides specific information and course applications for those employees who may have a direct interest in a training course.
  - Selects employees for training courses and educational opportunities based on relevant of courses to employee's work, budgetary restraints, and class size.
  - Maintains records of employees interested in participating in specific training programs.
  - Research and tests training opportunities to meet employee needs
- Assists program managers and supervisors in developing on-the-job training procedures.
  - Reviews on-the-job training procedures with supervisors for relevance.
  - Updates training manuals with the assistance of supervisors.
  - Recommends specialized training courses to correct problems or to familiarize staff with new programs, policies, or procedures.
- Creates and maintains various internal SharePoint sites, forms and lists
- Assists with the coordination of an Agency mentoring program.
  - Meets with employees to assess skills and areas for improvement
  - Matches mentors and mentees based on information gathered
  - Maintains regular communication with Program participants



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- Updates Program as necessary
- Trains and educates staff on Program objectives and goals
- Identifies opportunities for performance evaluation system improvement. This will require learning the data structures and functionality of the systems and applying that knowledge to implement solutions to problems.
- Work with Human Resources office by providing support and assistance as needed.
- Assists with the coordination and development of the Agency Career Services Office.
  - Assists Human Resources with coordinating recruitment services, reviewing candidate credentials, screening employment applications against job descriptions and managing employment statistics.
  - Conduct and interpret career assessments to gauge employee skills and strengths.
  - Conduct private employee career sessions/career interviews to assist employees in creating individual action plans focused on career goals.
  - Provide interview preparation assistance and conduct "mock" interviews to assist employees in developing skills.
  - Provide employees with resume review and preparation assistance.
  - Create individualized learning plans based on employee goals and strengths.
  - Develop career progression reports and literature to ensure employees have the latest information and news.
  - Stay current on labor market information, union benefits and NYS Civil Service rules.

#### **RELATIONSHIPS WITH OTHERS**

Agency Training and Development Specialist 1s have frequent oral communication with all levels of agency staff in determining and identifying individual and group training needs. Incumbents of positions in these classes inform agency staff of the availability of training and educational opportunities. They teach training courses which involve the presentation of practical and theoretical concepts.

Incumbents participate in discussions with other training positions and outside instructors to assess training courses and modify them to more effectively meet the needs of the agency staff.

#### **NATURE OF SUPERVISION**

Incumbents of positions in this class are usually supervised by an Agency Training and Development Specialist 2. Assignments are made in terms of basic agency training needs with suggestions of ways of meeting them. The incumbents are free to develop specific training courses within those needs, but such courses usually are approved by the supervisor and program administrators for adherence to training objectives before they are implemented. Incumbents are instructed in teaching techniques by their supervisors on their presentations and are evaluated by classroom observations and reviewing trainee evaluations.

Incumbents of this class generally have no supervisory responsibility. However, they may provide advice and assistance to Agency Training and Development Specialist Trainees and assign and review the work of a small clerical staff on a periodic basis.



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### MINIMUM QUALIFICATIONS

- Bachelor's degree and 2 years of experience with the resources, methodology, and trends in employee training. Candidate must have working knowledge of theory, principles and techniques of staff development and instruction.
  - Four years of specialized experience, or associate degree and two years of specialized experience may substitute for bachelor's degree
- Basic knowledge of human development process.
- Ability to communicate clearly and effectively in classroom-style trainings.
- Write descriptive materials for trainings in a clear and concise manner.
- Ability to evaluate the effectiveness of a training program.
- Audiovisual skills
- Ideal candidate will have experience with planning, describing, and organizing training designs, course outlines, and lesson plans.
- Understanding of how to use Microsoft Excel, Word and PowerPoint
- Understanding of to use Adobe Pro
- Ability to perform clerical tasks such as maintaining electronic records, printing and organizing materials and maintaining records and calendars

**This job description is not intended to be all-inclusive and the employee will be expected to perform other reasonably related duties as assigned, including clerical tasks.**

### What we offer:

- Exciting opportunity to be part of New York's resurgence to greatness;
- Extensive benefits package including paid leave, excellent health, dental, vision and retirement benefits;
- Promotional opportunity for dedicated professionals.

All internal SONYMA/HFA/AHC employees (only) are directed to apply via

[internalcandidates@hcr.ny.gov](mailto:internalcandidates@hcr.ny.gov)

**Please Include your name in the subject line  
Applicants must include resume and cover letter**

**[TO APPLY, CLICK HERE](#)**

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New York State is an Equal Opportunity Employer  
(EOE)