

Class Concept

This is professional work in promoting the development and implementation of industry-specific workforce training programs within the resources and capabilities of the NC Community College System. Employees work directly with business and industry to broker/design, manage, and implement workforce training programs and/or indirectly with employers by providing technical assistance to the state's community colleges that design, manage, and implement workforce training in their local college service areas. Work may be focused on a specific employer, industry sector or occupational training cluster, or it may relate to a variety of workforce development areas. Work may be focused on a specific geographical region or the state as a whole. Employees are involved in each stage of the process, including assessing workforce development needs; designing workforce training programs that align with identified needs; identifying resources needed and available to support training programs; program accountability and quality assurance measures; and student/trainee success metrics. Employees report directly to supervisors at the System Office and interact professionally with a variety of state and local training stakeholders, to include community college presidents and staff; state and local economic development staff; representatives of industry associations and certifying bodies; business, industry, and agency leaders and hiring managers; and instructors/training providers.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge and skill in the area of industry-specific technical training, including training needs analysis, job analysis, program delivery, instructional design, adult education principles, industry-specific standards and credentials, evaluation, and training transfer.
- Considerable knowledge of workforce development issues.
- Significant knowledge of the North Carolina Community College System, including administrative rules, program offerings, and capabilities.
- Ability to communicate, facilitate and/or negotiate effectively, both orally and in writing.
- Ability to develop and maintain effective working relationships.
- Ability to manage programs and tasks effectively within the context of changing industry needs, employee demographics, instructional and workplace technologies, funding needs and resources, and rules and regulations.

Minimum Education and Experience

Bachelor's degree in business administration, human resources, industrial education, instructional design or discipline related to the assigned workforce training area from an appropriately accredited institution and three years of experience in designing, providing, and/or coordinating industry-specific training in higher education, business or the public sector; or

Associate's degree in any of those same disciplines from an appropriately accredited institution and five years of experience in designing, providing, and/or coordinating industry-specific training; or an equivalent combination of education and experience

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.