

Title:	Effective Date:	Grade:	Job Category:
Workforce Development Coordinator	May 27, 2025	14	Professional
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CHARACTERISTICS OF WORK

Under general supervision, this position is responsible for supporting the creation, implementation, and promotion of internal employee training and development including providing assisting in the oversight and coordination of the Department’s Federal Motor Carrier Safety Administration (FMCSA) CDL training program, Maintenance Training Academy, compliance training, new employee orientation, and GED Program as well as coordination of workforce development initiatives.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Plan, design, implement, and deliver professional and creative internal classroom training programs.
- Assist with design, implementation and coordination of the ARDOT Leadership Development Program.
- Contribute to design, implementation and coordination of the ARDOT Knowledge Management Program, including Communities of Practice and succession planning efforts.
- Work directly with subject matter experts to develop appropriate training content for online and/or classroom delivery.
- Both independently and in coordination with others, plan, design, develop and deploy online learning content, including the capture and editing of video or audio files.
- Coordinate with external training organizations to obtain and present relevant online and live classroom training.
- Coordinate continuing professional education (CPE) / professional development hours (PDH) for various professions within the Department.
- Assist the Health & Safety section in coordination and delivery of the Maintenance Training Academy program.
- Write, edit and publish training materials.
- Design and coordinate routine reporting on training delivery metrics, to include completion rates, attendance patterns, and outliers in employee compliance.
- Maintain and update documentation of routine section processes to include reporting, training schedules, attendance data collection, and promotional efforts.
- Provide feedback and best practices to training specialists within the section and other ARDOT instructors regarding adult learning methods and opportunities for learner engagement.
- Research and troubleshoot end user and administrative challenges within the Learning Management System as the Department subject matter expert and end user support, communicating out known issues and workarounds to stakeholders.
- Seek opportunities to innovate and encourage team-wide learning of industry trends and skills that would serve to improve training delivery and materials or learner experience.
- Serve as subject-matter expert and onboarding specialist on training delivery best practices.
- Provide onboarding and on-the-job training to colleagues within the WD section as well as technical training and support for administration-level users of the ARDOT University system.

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MINIMUM REQUIREMENTS

Education and experience: The educational equivalent to a bachelor’s degree from an accredited college or university in Human Resources Management, Organizational Development, Change Management, Adult Learning, Education, Graphic Design, or closely related field; OR the educational equivalent to a diploma from an accredited high school plus four years of directly related experience. Experience with instructional design experience. Experience with training program research and analysis OR instructor mentorship preferred.

Knowledge, skills and abilities: Knowledge of training principles, practices, adult learning, and delivery methods. Strong organizational and leadership skills. Ability to work independently with a high degree of self-motivation, initiative, attention to detail, and creativity. Well-developed sense of urgency and follow-through. Effective written and verbal communication skills. Computer skills, including advanced knowledge of Microsoft Office applications; working knowledge of Adobe Creative Suite, Articulate Storyline, or similar design/course development software. Ability to adapt to new technology. Ability to maintain strong cooperative working relationships. Ability to multi-task and balance multiple priorities effectively in a fast-paced environment. Effective presentation and teaching skills.

Working conditions: Office environment. Occasional statewide travel including some overnight travel.

Licenses, registrations and certifications: Valid driver’s license.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check is required to determine candidate suitability for employment. Failure to meet these standards may cause the applicant to be rejected or terminated from the position.