



55 Water Street, New York, NY 10041
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Teachers' Retirement System of the City of New York

Job Vacancy Notice

Civil Service Title: Administrative Retirement Benefit
Level: M3
Functional Title: Training and Development Manager
Title Code: 82986

Salary Range: \$72,038-\$95,000 (Annual)
Location: 55 Water St. NY, NY
Department:
Diversity and Inclusion/Training Unit

Job Description:

As of August 2, 2021, all new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered city employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by the hiring agency.

The Teachers' Retirement System of the City of New York (TRS) is a public pension fund that provides New York City educators with retirement, disability, and death benefits. TRS was established on August 1, 1917 and is one of the largest pension plan sponsors in the United States, with more than \$90 billion in assets and over 215,000 active and inactive members, retirees and beneficiaries.

TRS' Office of Operations is seeking a Training and Development Manager who will be responsible for delivering required and optional training programs for the agency. In connection with the Directors and Executive Office, he/she will be responsible for delivering blended learning solutions in order to increase team member and leader goal achievement, engagement, retention. This is accomplished by researching training programs, working with vendors and consultants, developing schedules, contacting departments for requested training, tracking training attended, completing needs analysis for future activities, and help with new hire training.

Responsibilities:

Responsibilities include but are not limited to:

- Ensure strategic alignment to the agency goals/objectives
- Enhance current and/or identify new and innovative effectiveness initiatives (i.e., competencies and skills), new hire curriculum and on-going training.
- Identify training needs by consulting with stakeholders, using needs and skills assessments
- Evaluate individual and department training knowledge to ensure training is meeting agency needs and is improving team and individual performance
- Optimize training delivery, delivery mechanisms and processes
- Manage the organization wide training budget in collaboration with budget Unit and Executive Office
- Utilize current technologies, formats and devices to prepare and deliver topics and achieve more effective learning and use this knowledge to propose innovative modes of delivery to agency staff
- Manage the TRS mentoring program. Conduct gap analysis, manage IDP planning, feedback, and coaching sessions for this initiative. Design and deliver workshops in line with this initiative.
- Monitor and support matches and Service Now SLA. Reporting/dashboards creation will be required.
- Manage and maintain TRS Learning Management System for both content and delivery of training.
- Design, build, automate, and maintain LMS tool, templates, and resources to drive adoption, facilitate training, and support knowledge transfer initiatives
- Liaise with subject matter experts and project teams to co-author and disseminate key innovations and learnings
- Provides internal training on new technology, ensure job aides and guides are available and current.

Preferred Skills:

- Substantial knowledge and experience in designing and delivering training programs that met established goals
- Achieves and demonstrates full understanding of others: their needs, roles and responsibilities, training as it affects their career and development
- Digitally proficient while enjoying learning new things; experience in the use of current technology to meet training needs; strong skills in MS Office (including Word and PowerPoint, SharePoint,
- LMS administration, E-Learning, and other presentation programs
- Ability to translate complex ideas and information into user guides and job aides to enhance end-user and self-service experience
- Excellent personal organization skills and time management skills
- Ability to multitask, prioritize effectively and manage own work schedule
- Excellent written, verbal, interpersonal and presentation skills
- Organized and detail oriented with a high attention to detail and accuracy
- Uses project management techniques to delivery training across varied audiences

Personal Attributes

- A confident public speaker with an engaging training style
- A can-do attitude with a high level of personal motivation
- Listens, clarifies to check understanding. Uses the most appropriate method, language and medium and style of communication for the situation and people undertaking training
- Varies training and communication style to have the maximum impact on the audience
- Flexibility to respond to changing environments
- Solution focused approach to all tasks
- Confidence in influencing and explaining things to training attendees
- Effective trainer and sounding board to stakeholders
- Commitment to learning and continuous improvement through training and development
- Team player who enjoys contributing to the success of their team and across the company
- Approachable personality that is genuinely helpful.

Competencies:

- Effective Communications
- Strategic Thinking
- Team Focus
- Commitment
- Drive for Results
- Professional Confidence

Minimum Qualification Requirements:

1. A baccalaureate degree from an accredited college or university including or supplemented by 12 credits in mathematics, statistics, accounting, and/or actuarial science and four years of satisfactory full-time experience implementing the provisions of a retirement plan involving the use of mathematical, statistical, actuarial or accounting computations, 18 months of which must have been in an administrative, managerial or executive capacity or supervising professionals implementing the provisions of a retirement plan involving the use of mathematical, statistical, actuarial or accounting computations; or
2. An associate degree or 60 credits from an accredited college or university, including or supplemented by 12 credits in mathematics, statistics, accounting and/or actuarial science and six years of satisfactory full-time experience as indicated in "1"; or
3. Education and/or experience equivalent to "1" or "2" above. However, all candidates must have 60 credits from an accredited college or university, including or supplemented by 12 credits in mathematics, statistics, accounting and/or actuarial science and the 18 months of experience in a supervisory, administrative, managerial or executive capacity as described in "1" above.

Must Haves:

- A Bachelor's Degree in one or more fields related to education, communications, organizational learning or closely related, inter-disciplinary fields; professional certification (Training/L&D)
- Minimum of 7+ years of in-house or field training experience delivering city and/or industry experience with understanding of instructional design and delivery preferred.
- 5+ years of direct experience in content/knowledge management and training materials preferably supporting digital or technology disciplines;
- Must have experience with LMS and data management systems
- Proficient with Microsoft Excel, Word, Outlook, and PowerPoint.

Residency Requirements:

New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.

EEO/Reasonable Accommodation and Diversity Statements:

At TRS we celebrate diversity and are committed to creating an inclusive environment for all employees. We are an Equal Opportunity Employer and do not discriminate based upon race, religion, color, national origin, ancestry, age, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or expression, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

The Teachers' Retirement System of NYC offers reasonable accommodation during the application process for qualified individuals with disabilities. If you need assistance during the application or interview process and in completing new hire paperwork to accommodate a disability, please email requests to: HRInquiry@trs.nyc.ny.us. TRS also offers reasonable accommodation during employment in accordance with federal, state and local laws.

Qualified persons who have been certified as disabled and eligible to participate in 55-a program may apply. All applicants must meet the minimum qualification requirements.

To Apply: If interested, please apply using the following methods.

City Employees: Employee Self Service (ESS). www.nyc.gov/ess.

All Other Applicants: www.nyc.gov/careers/search.

Search for Job ID#: 527673

Dated: 4/8/2022 **Posted Until:** 5/18/2022