**Directions: This document is meant to be edited by each company to suit its needs.**

1. **Insert your logo in the header.**
2. **Go through the entire document, adding and deleting elements to fit your needs.**
3. **At the drop-down sections, choose items appropriate to your company – delete lines not needed or add lines where needed. Only include items required for the job.**
4. **Fill in the physical requirements chart based on your expectations.**
5. **Delete these instructions before printing.**

**Position Title: Director of Workforce Development**

**Position Purpose**

**A director of workforce development is responsible for growing the company’s workforce in terms of necessary numbers, skills and loyalty.**

**Department:**

**Department Supervisor:**

**Direct Reports: Trainers, as applicable**

**Employment Status:** [ ]  **Status: Exempt (salaried) or** [ ]  **Nonexempt (hourly)** (Check one)

**Specific Duties, Functions and Responsibilities**

* **Execute effective onboarding for new personnel.**
	+ Plan an onboarding program designed to integrate and evaluate new employees.
	+ Follow up with employees during their first months to determine where assistance is needed.
* **Assess employee skill gaps and determine whether training offers solutions.**
	+ Observe employee work behaviors to determine whether they align with company expectations.
	+ Talk to supervisory personnel about their direct report’s skills and execution.
	+ Discuss skills gaps with employees to determine solutions to deficient behavior.
* **Develop training or hire vendors to meet determined needs.**
* Determine specific outcomes to close identified skills gaps.
* Create training plans aimed at helping participants achieve stated outcomes.
* Develop training and/or identify vendors to deliver training experiences.
* Vet vendors and negotiate services if applicable.
* **Deliver/ensure excellent training.**
* Design/ensure training plans to achieve stated outcomes.
* Ensure participants engage in various methods to enhance retention.
* Evaluate training efforts.
* **Establish a system of intentional training.**
* Work with company management to create a calendar of training events.
* Work with the safety director, quality control and supervisory staff to identify and prioritize training needs.
* Prepare session materials and plans ahead of time to take advantage of inclement weather days.
* Maintain documentation of individual employee needs and scheduled/completed training.
* Negotiate with foremen to schedule training for field employees.
* Schedule follow-ups to evaluate whether post-training behaviors reflect outcomes.
* **Administer training program.**
* Plan and maintain training budget.
* Report on progress to management.
* Maintain training records.
* **Promote and further development initiatives.**
* Explain NRCA ProCertification and guide installers toward certification readiness.
* Work with local trade schools and community colleges to integrate roofing into their curriculum, including working with students interested in competing in SkillsUSA.

**Required Knowledge, Skills and Abilities**

**Workforce development professionals must exhibit communication and leadership skills necessary to recruit and train a company’s workforce.**

Language skills – Ability to read, interpret or write in a professional manner

* Correspondence
* Journals
* Regulations
* Operating, maintenance and other instructions

Interpersonal communication – Ability to communicate effectively as required

* Daily correspondence via email, text, phone and other company platforms
* With all company employees, including across language barriers
* In conflict situations

Oral Communication – Willingness and ability to present and facilitate ideas and conversations

* Clear and persuasive communication
* Active listening
* Effective presentation skills

Technology – Ability to use and keep abreast of technology developments

* Computers, phones and relevant company technology
* Computers, projectors and other training-related resources
* Assist company employees to engage in various training platforms in or outside the company

Adaptability – Ability to adapt to situations in the work environment

* Changes
* Delays
* Unexpected events

Ethical Behavior – Willingness to treat people with unconditional respect

* + Respects individual autonomy
	+ Promotes a harassment-free environment
	+ Upholds organizational goals and values

Dependability – Ability to function independently and reliability

* + Shows up early for all scheduled training events
	+ Prepares all aspects of training ahead of time
	+ Holds participants accountable for participation

Workforce Development – Ability to explain industry opportunities

* + Knowledgeable about training resources from NRCA and other organizations
	+ Ability to explain NRCA ProCertification and help prepare installers for certification exams

**Education and Experience**

Essential

* Ability to use/learn business/training technology
* Ability to work independently
* Education and/or experience in training and/or roofing

Preferred

* English fluency
* Spanish fluency
* Roofing or other trades experience
* Knowledge of training methods
* Experience training others
* NRCA Qualified Trainer designation

**Physical Requirements**

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Activity** | **Never** | **Intermittently** | **Occasionally** | **Frequently** | **Constantly** | **Activity** | **Never** | **Intermittently** | **Occasionally** | **Frequently** | **Constantly** |
| Bending |  |  |  |  |  | **Lifting (lbs.)** |  |  |  |  |  |
| Kneeling |  |  |  |  |  | 1-10  |  |  |  |  |  |
| Twisting/turning |  |  |  |  |  | 11-20 |  |  |  |  |  |
| Crouching |  |  |  |  |  | 21-50 |  |  |  |  |  |
| Crawling |  |  |  |  |  | 51-75 |  |  |  |  |  |
| Walking on a level surface |  |  |  |  |  | 76-100 |  |  |  |  |  |
| Walking on an uneven surface |  |  |  |  |  | **Carrying (lbs.)** |  |  |  |  |  |
| Climbing stairs |  |  |  |  |  | 1-10  |  |  |  |  |  |
| Climbing ladders |  |  |  |  |  | 11-20 |  |  |  |  |  |
| Carrying ladders |  |  |  |  |  | 21-50 |  |  |  |  |  |
| Reaching above |  |  |  |  |  | 51-75 |  |  |  |  |  |
| Using arms |  |  |  |  |  | 76-100 |  |  |  |  |  |
| Using wrists |  |  |  |  |  | **Pushing****(lbs.)** |  |  |  |  |  |
| Handling/fingering |  |  |  |  |  | 1-10  |  |  |  |  |  |
| \* Grasping |  |  |  |  |  | 11-20 |  |  |  |  |  |
| \* Squeezing |  |  |  |  |  | 21-50 |  |  |  |  |  |
| **Vision** | **Yes** | **No** |  |  |  | 51-75 |  |  |  |  |  |
| Close |  |  |  |  |  | 76-100 |  |  |  |  |  |
| Distant |  |  |  |  |  | **Pulling****(lbs.)** |  |  |  |  |  |
| Color |  |  |  |  |  | 1-10  |  |  |  |  |  |
| Peripheral |  |  |  |  |  | 11-20 |  |  |  |  |  |
| Depth |  |  |  |  |  | 21-50 |  |  |  |  |  |
| **Endurance** |  |  |  |  |  | 51-75 |  |  |  |  |  |
| Repetitive Foot Motion |  |  |  |  |  | 76-100 |  |  |  |  |  |
| Standing |  |  |  |  |  | **Environment** |  |  |  |  |  |
| Walking |  |  |  |  |  | Inside |  |  |  |  |  |
| Sitting |  |  |  |  |  | Outside |  |  |  |  |  |
| Keyboarding |  |  |  |  |  | Heat |  |  |  |  |  |
| **Tool Use** |  |  |  |  |  | Cold |  |  |  |  |  |
| Hand tools |  |  |  |  |  | Dust |  |  |  |  |  |
| Power |  |  |  |  |  | Noise |  |  |  |  |  |
| Drivers |  |  |  |  |  | **Drive** |  |  |  |  |  |
| Forceful grip |  |  |  |  |  | Automatic |  |  |  |  |  |
| Metal brake |  |  |  |  |  | Standard |  |  |  |  |  |
|  |  |  |  |  |  | Forklift |  |  |  |  |  |