

**MINNESOTA STATE COLLEGES AND UNIVERSITIES**  
**Minnesota North College - Hibbing**

<b>Employee Name:</b>	<b>Position Control Number:</b>
<b>Department/Division: Safety and Health</b>	<b>Classification Title: Customized Training Rep</b>
<b>Prepared By: Gail Anderson</b>	<b>Working Title: CTR</b>
<input type="checkbox"/> <b>Non-Exempt</b> <input checked="" type="checkbox"/> Exempt: <input type="checkbox"/> Executive <input checked="" type="checkbox"/> Professional <input type="checkbox"/> Administrative	<i>If Exempt, attach required documentation</i>
<input checked="" type="checkbox"/> <b>Unlimited</b> <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary <input type="checkbox"/> Limited	If seasonal, list months during the season worked
<input checked="" type="checkbox"/> <b>Full-time</b> <input type="checkbox"/> Part-time <input type="checkbox"/> Intermittent Percent if not full-time _____ %	<b>Date Prepared: 09/13/2024</b>

This position description accurately reflects my current job.		This position description reflects the employee's current job.	
<b>Employee Signature</b>	<b>Date</b>	<b>Supervisor Signature</b>	<b>Date</b>

**POSITION PURPOSE**

This position exists to assist businesses, industry and organizations to meet the need for a skilled workforce through employee and organizational development. Incumbents in this position provide consulting, program development and coordination, assessment and evaluation services, and procurement of grant and funding assistance. Incumbents in this position also act as liaisons with local, state and federal departments and agencies as well as business and industry associations to provide educational and training services to business, industry and organizational clients. Incumbents in this position will also market these services to existing and potential clients.

**PRINCIPLE RESPONSIBILITIES AND RESULTS**

1. Coordinate and manage the Safety and Health department.
  - a. Generates product-driven and customer-driven sales; writes proposals and negotiates contracts with clients to deliver services.
  - b. Researches sources of funding and writes and manages grants or assists the client in writing a grant (if applicable).
  - c. Recruits and monitor instructors/consultants for contracts and evaluates effectiveness and client satisfaction with services.
  - d. Assesses needs through techniques such as focus groups, surveys, questionnaires, interviews, performance data and research.
  - e. Develops educational and training programs that include the curriculum, course sequencing, pre-requisites, and individual and group skills assessments.
  - f. Develops apprenticeships, internships and mentoring as well as other strategies to effectively implement training programs.
  - g. Develops a budget for each project or program.
  - h. Determines current and forecasted market needs using methods such as research, focus, and end-user groups, surveys and analysis of social, technological, educational, business trends, and budget.
  - i. Develops and continuously revises marketing plans and materials in response to changing market.
  - j. Determines service quality, training and consulting effectiveness, and client satisfaction.
  - k. Recommends pricing formulas.
  - l. Maintains an inventory of consultants/instructors (including education, credentials, expertise, client references, and evaluations of work done for the college).
  - m. Sells and promotes all different training departments of CTS.
  - n. Refers businesses contacts to other staff in CTS when appropriate.

**Priority: Essential**

**Percent of Time: 75%**

2. Develops and maintains positive community and Customized Training Solutions (CTS) relations to ensure the economic viability and cohesiveness of CTS.
  - a. Works with other service providers in the area to develop plans which best meet the needs of area businesses, industry and organizations.
  - b. Works collaboratively with other Department Customized Training Representatives.
  - c. Represents CTS as a member of state and local professional, technical, civic/service, and industry groups.
  - d. Utilizes the expertise of other CTS Customized Training Representatives when negotiating a client contract.
  - e. Works with MN North Staff and Faculty to expand CTS offerings; learn more about Academic (credit) programs to refer customers when appropriate; educate MN North Staff and Faculty on what CTS does, and how we can work together to support the college and our communities.

**Priority: Essential**

**Percent of Time: 20%**

3. Perform other duties as assigned to ensure the smooth functioning of the department and maintain the reputation of the organization as a viable business partner.

**Priority: Essential**

**Percent of Time: 5%**

## **KNOWLEDGES, SKILLS, AND ABILITIES**

### **Minimum Qualifications**

- Experience in areas such as customized training, workforce development, economic development and/or higher education or related fields.
- Experience in sales and/or marketing, and/or account management.
- Highly effective written and verbal communication skills.
- Ability to organize, prioritize and meet deadlines on simultaneous projects.
- Commitment to diversity as well as a demonstrated ability to work successfully with persons of diverse backgrounds including sensitivity to their needs and concerns.
- OSHA Certification(s) (such as some combination of OSHA 10/OSHA 30, Forklift Driver, CPR/FA, etc.)

### **Preferred Qualifications**

- Experience in the Mining Industry
- Possess MSHA Blue Card
- Experience in Fire/Emergency Services

## **RELATIONSHIPS**

**This Position Reports to: Operations Manager, CTS**

**Supervises: N/A**

### **Internal and External Clientele and Purpose of Contact**

Minnesota North College Employees  
Business and Industry  
Regional Emergency Services

## **PROBLEM SOLVING:**

Incumbent will be responsible for independent day-to-day problem solving.

## **FREEDOM TO ACT**

**Budget:** N/A

### **Decision(s) Position Makes and Decision(s) Referred to Higher Authority**

All employees must comply with department and institution procedures and policies, Minnesota State policies and procedures, as well as local, state and federal laws, regulations, guidelines and business and industry standards.

*Minnesota State Colleges and Universities is an Equal Opportunity employer/educator committed to the principles of diversity.*