

MINNESOTA STATE COLLEGES AND UNIVERSITIES

Minnesota North College - Hibbing

Employee Name:	Position Control Number:
Department/Division: Customized Training Solutions	Classification Title: Customized Training Representative
Prepared By: Gail Anderson; Charlotte Peterson	Working Title: CTR
<input type="checkbox"/> Non-Exempt x Exempt: <input type="checkbox"/> Executive <input type="checkbox"/> Professional <input type="checkbox"/> Administrative	<i>If Exempt, attach required documentation</i>
x Unlimited <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary <input type="checkbox"/> Limited	If seasonal, list months during the season worked
x Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intermittent Percent if not full-time _____ %	Date Prepared: 3/19/2025

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

POSITION PURPOSE

This position exists to assist Healthcare businesses, industries and organizations to meet the need for a skilled workforce through employee and organizational development. This position will manage activities involved with program and financial management and delivery of the healthcare related programs. Incumbents in this position will leverage the college's investment in equipment, resources, and history for excellent training, in a manner that will advance the quality of care in the region through customized training solutions. 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. **Sells, secures, and administers multiple contracts and projects to deliver healthcare-related training, development, consulting, conferences and other events and services. Develops programs and services to provide healthcare-related training and consulting resulting in employee and organizational effectiveness. Markets training and consulting services to meet customer specifications and needs.**
 - a. Delivers Nursing Assistant training, and potentially other healthcare trainings.
 - b. Manages and oversees Nursing Assistant Testing Events for Minnesota North College (MNC).
 - c. Maintains diverse healthcare offerings to meet the needs of the healthcare community, business and industry, to include but not limited to:
 - Nursing Assistant and Home Health Aide Training
 - Next Generation Nursing Assistant (NGNA) Training and Testing
 - Medication Aide Training and Testing
 - Management of DHS PCA Contract and Training
 - Nursing Assistant Testing for Minnesota North College
 - d. Coordination of Nursing Assistant training in partnership with MNC Nursing programs.

- e. Work cooperatively with various Healthcare Agencies such as the Minnesota Department of Health, HealthForce MN, and Vendors such as D&S Diversified Technologies LLP/Headmaster LLP.
- f. Manage course development process to ensure all training programs are designed in accordance with relevant allied health, human service, and other credentialing organizations and to meet the needs and interests of business and industry. Some travel will be required.

Priority: Essential

Percent of Time: 80%

2. Develops and maintains positive community and 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 CTS Customized Training Representatives, Faculty and Adjunct Faculty, and specifically Nursing Faculty and Staff of MNC.
- c. Represents CTS as a member of state and local professional, technical, civic/service, and industry groups, including the Minn State Healthcare Training Network (HTN), and HealthForce MN.
- 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.

Successful performance will be measured by how well you meet your Assigned Goals, to include but is not limited to client satisfaction, contracts fulfilled, and grants applied for, grants awarded, revenues generated.

Priority: Essential

Percent of Time: 15%

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: Secondary

Percent of Time: 5%

KNOWLEDGES, SKILLS, AND ABILITIES

Minimum Qualifications

- Licensed RN
- Ability to travel
- Valid Minnesota Driver's License
- Microsoft Office experience
- Demonstrated knowledge of and share the college's interest in diverse cultures and populations

Preferred Qualifications

- Licensed RN, BSN
- 2 years of nursing experience
- 1-year Long-term Care experience
- Sales and Marketing experience
- 1-year training experience (occupational or classroom)
- Salesforce experience

RELATIONSHIPS

This Position Reports to: Operations Manager, Customized Training Solutions

Supervises: N/A

Internal and External Clientele and Purpose of Contact

Minnesota North College Employees
Business and Industry
Regional Healthcare Agencies

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.

This description is intended to indicate the kinds of tasks and level of work difficulty required of the position. It is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar level of difficulty.

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