

Training Coordinator

Basic Qualification Requirements

Pay Bands: G, H, I , J

All applicants must demonstrate one year of specialized experience equivalent to that of the next lower pay band/grade level in the Federal Service. For the SV-H pay band, applicants must have one year of specialized experience equivalent to the SV-G pay band or the GS-11 grade level. SPECIALIZED EXPERIENCE is defined as experience that has equipped the applicant with the particular knowledge, skills and abilities to successfully perform the duties of the position, and is typically in or related to the work of the position to be filled. Such experience includes professional education work in planning, developing, and administering training programs/courses/activities; assessing training needs, and evaluating training/education programs for effectiveness of instructional methodology, content, and effect on performance.

Major Functions

Plans and Schedules Training

- Contacts other Federal, state and local agencies to share training resources
- Contacts other TSA training coordinators to share resources
- Coordinates obtaining of classroom space
- Coordinates with scheduling operations officer and analyzes flight patterns to determine the best times to schedule training
- Creates and distributes training schedules to screening managers and appropriate screening staff
- Designs individual and group training plans
- Determines the optimal timing, location, and length of training segments (e.g., during shift breaks)
- Orders appropriate training supplies (e.g., markers, LCD projector, computers)
- Plans training for spoke airports (if appropriate)
- Prepares training bulletins, circulars, and/or announcements to TSA staff as needed to make them aware of upcoming training, convey important information, etc.
- Prepares training facility with necessary equipment and supplies

Manages Instructors

- Conducts a fair and non-biased application process to choose internal applicants for the Train-the-Trainer program

- Coordinates with screening management (e.g., screening managers, supervisors) to identify certified screeners who can provide on-the-job training to novice screeners
- Manages and directs TSA staff assigned to training (including, when appropriate, screening staff whose temporary assignment is to conduct and administer training activities)
- Manages relationships with contractors hired to conduct training

Administers the Training Process

- Coordinates with screening management to ensure that all TSA screeners have maintained currency for their assigned roles
- Evaluates training effectiveness by observing screener performance and soliciting informal feedback from screeners and supervisors
- Gathers feedback on trainers by observing classroom interaction between the instructor and students, including verbal and nonverbal cues
- Administers certification and recertification exams
- Maintains training records for all TSA personnel
- Monitors and proctors examinations
- Records when screeners have been notified of new procedures and maintains this record in the appropriate training file
- Reviews certification requirements and coordinates with screening management to determine which screeners need certification
- Tracks attendance for all required training
- Serves as the chief point of contact for collection and dissemination of career development information and materials

Designs Training

- Analyzes training needs through observation of the workforce and surveys of supervisors
- Designs new instruction to meet learners' needs and TSA's goals
- Develops checklists and other on-the-job resources for screeners
- Ensures that screeners are briefed on current procedures as needed (e.g., if they have been away from the checkpoint for such amount of time as designated by the Screening/Security Policies and Procedures)
- Modifies local instructional materials based on the needs of the airport
- Organizes and maintains training materials, which include instructional media and handouts, on aviation security issues
- Reviews emails and other correspondence for changes to regulations, policies, and procedures that impact training needs

Delivers Training

- Consults individually with screeners to ensure that they have a full understanding of their job requirements
- Demonstrates screening techniques and procedures
- Facilitates class discussions and exercises
- Presents training materials
- Promotes the retention and transfer of knowledge and skills (e.g., by building sufficient practice/role-play into the training process)
- Provides clear learning objectives and progress feedback to the students
- Stimulates and sustains learner motivation and engagement
- Uses appropriate media and technology to enhance learning and performance
- Administers training evaluations

Coordinates with the Federal Security Director and Senior Staff

- Collaborates with Federal Security Director to problem solve and create solutions to training needs
- Communicates with the Federal Security Director on a regular basis to ensure that any training issues are brought to his/her attention
- Conducts regular briefings with Federal Security Director and senior staff on training issues
- Consults with Federal Security Director and senior staff on the development of local screening and training policies and procedures
- Provides periodic and ad hoc training reports to senior staff (monthly training volume, training program progress, shift training statistics, certification status)

Interprets Technical Aspects of TSA Policies, Regulations and Directives

- Collaborates with Federal Security Director and senior staff to ensure that local policies align with TSA Screening/Security Policies and Procedures
- Develops training bulletins to update screeners and supervisors about changes in policies and procedures
- Monitors screeners at checkpoints to ensure that Screening/Security Policies and Procedures are being followed and identifies training needs
- Serves as a technical point of contact about TSA directives and policies

General Competencies

Accountability

- Evaluates training effectiveness by observing screener performance and soliciting informal feedback from screeners and supervisors
- Records when screeners have been notified of new procedures and maintains this record in the appropriate training file

- Ensures that screeners are briefed on current procedures as needed (e.g., if they have been away from the checkpoint for such amount of time as designated by the Screening/Security Policies and Procedures)
- Collaborates with Federal Security Director and senior staff to ensure that local policies align with TSA Screening/Security Policies and Procedures
- Monitors screeners at checkpoints to ensure that Screening/Security Policies and Procedures are being followed, and identifies training needs
- Ensures compliance with policies and procedures when dealing with passengers, employees and stakeholders

Administration and Management

- Demonstrates skill in management by objectives
- Demonstrates skill in time management and prioritization
- Demonstrates skill in budgeting/finance
- Demonstrates skill in record keeping

Conflict Management

- Directly addresses conflicts with and among others in training situations, and facilitates their resolution
- Demonstrates and enforces high standards of professional and cooperative behavior when dealing with conflicts
- Diffuses potentially volatile/difficult situations by providing interested parties with opportunities to voice their concerns
- Knows how and when to compromise to resolve conflicts and reach acceptable solutions
- Listens to the perspectives of all parties involved in a conflict and makes decisions based on objective analysis of the situation
- Manages and resolves conflicts, confrontations and disagreements in a positive and constructive way to minimize negative personal impact

Conscientiousness

- Displays a professional image at all times, even when facing significant job challenges
- Publicly supports and takes personal responsibility for implementing TSA process/procedure changes and management decisions (e.g., displays positive "can do" attitude)
- Delivers on commitments made to others
- Takes ownership for resolving problems rather than allowing them to persist or simply pointing them out to others

Continual Learning

- Pursues education, training, feedback, or other opportunities for learning and development
- Develops checklists and other on-the-job resources for screeners
- Promotes the retention and transfer of knowledge and skills (e.g., by building sufficient practice/role-play into the training process)
- Stimulates and sustains learner motivation and engagement
- Looks beyond own airport(s) for new ideas and innovative approaches (e.g., TSA web boards, conferences)

Creativity and Innovation

- Continuously examines the status quo to identify problem areas and opportunities to improve efficiency or security
- Creates a climate that encourages and enables employees to develop, propose, and implement new ideas and new ways of doing things as appropriate
- Creates/champions new processes and procedures that accomplish TSA goals and objectives within the resources and time available
- Seizes opportunities for own airport(s) to test new systems, processes, or equipment that TSA is considering

Customer Service

- Builds rapport with employees to identify needs for training and development
- Devises ways to support management in ensuring that there is adequate staff trained/certified on various types of passenger and baggage screening procedures and equipment while minimizing impact to operations

Decisiveness

- Makes difficult and sometimes unpopular decisions to support the mission of the TSA
- Raises difficult issues or problems with superiors when necessary and proposes solutions
- Stands up for own decisions or actions, and presents supporting data, when necessary in the face of disagreement or resistance from key people inside or outside TSA
- Treats problems as solvable and exhibits a "can do" attitude in resolving them

Flexibility

- Adapts quickly to new or changing situations
- Changes one's own behavior or work methods to adjust to other people or to changing situations or work demands
- Is receptive to new information, ideas, or strategies to achieve goals
- Implements TSA mission and operations within space and resource constraints
- Handles last minute changes and disruptions to schedule

Influencing/Negotiating

- Anticipates potential reactions or concerns of key players in a situation and prepares to address them
- Builds ownership for new initiatives or changes by involving those responsible for implementation in planning the details
- Appropriately challenges proposed TSA directives and recommends alternative approaches
- Uses compelling information/statistics to build an effective business case that others find persuasive

Integrity/Honesty

- Admits own mistakes and takes action to address/resolve them
- Avoids any action or situation that would give the appearance of unethical or inappropriate behavior
- Demonstrates the courage to do the right thing in difficult situations
- Holds self and others accountable for meeting high standards of integrity
- Leads by example through modeling desired practices and standards in own behavior

Interpersonal Skills

- Treats others with respect, fairness, and consistency (e.g., listen to and respect others' views and ideas)
- Demonstrates empathy and understanding when addressing sensitive issues with others

Listening

- Listens carefully and asks questions to understand the ideas, issues and concerns of others, and their root causes

Manages and Organizes Information

- Organizes and maintains training materials, which include instructional media and handouts, on aviation security issues
- Provides periodic and ad hoc training reports to senior staff (e.g., monthly training volume, training program progress, shift training statistics, certification status)
- Develops training bulletins to update screeners and supervisors about changes in policies and procedures

Oral Communication

- Adjusts communication style and language to most effectively connect with different/diverse audiences and individuals

- Checks back with the audience to ensure that important messages have been understood
- Communicates information concisely and clearly
- Demonstrates skill in oral presentation
- Explains complex concepts (e.g., schedules, policies, and procedures) clearly and at an appropriate level of detail
- Maintains frequent appropriate level of contact with senior management to keep them informed about important or controversial cases and situations

Organizational Awareness

- Demonstrates knowledge of key roles and responsibilities across TSA functions (e.g., regulatory, law enforcement and screening)
- Applies national training policies and procedures and communicates them to workforce.
- Makes recommendations for local training policy and programs based on local needs.

Partnering

- Builds a network of relationships with counterparts in other airports to maximize information and resource sharing opportunities
- Creates an environment that encourages open communication and joint problem-solving among different groups
- Provides timely communication and information to management peers in other parts of TSA (e.g., at airport and in HQ)
- Recognizes people for their efforts in cooperating within and/or across functional lines
- Shares ideas, innovations and best practices with others inside the organization

Planning and Evaluating

- Analyzes training needs through observation of the workforce and surveys of supervisors
- Schedules training for major initiatives
- Coordinates classroom space with airport management
- Designs individual and group training plans
- Determines the optimal timing, location, and length of training segments (e.g., during shift breaks)
- Coordinates with scheduling operations officer and analyzes flight patterns to determine the best times to schedule training

Problem Solving

- Asks probing questions to clarify situations and identify root causes

- Breaks problems down into manageable components and determine the critical steps or path
- Checks assumptions by seeking additional information from databases, systems or others who are in a position to know the answers
- Considers the big picture when dealing with new or complex situations, rather than rigidly applying policies or procedures
- Evaluates the practicality or workability of options and potential solutions
- Prioritizes key issues and competing demands in complex situations
- Suspends judgment and maintains objectivity in situations until essential facts are gathered and analyzed
- Takes ownership for resolving problems rather than allowing them to persist or simply pointing them out to others
- Helps management resolve problems requiring special expertise by leveraging others' knowledge and capabilities

Resilience

- Responds calmly in crisis situations and to people who are angry or upset, and helps them to calm down

Self-Management

- Identifies own work and career interests, strengths, and limitations
- Manages, directs, and monitors one's own learning and development
- Sets challenging performance goals and holds self accountable for achieving them

Service Motivation

- Energizes people by explaining how their roles and activities contribute to achievement of the TSA mission
- Exerts a high level of effort and perseverance toward goals attainment
- Works hard to become excellent at doing tasks by setting high standards, paying attention to details, working well, and displaying a high level of concentration even when assigned an unpleasant task
- Displays high standards of attendance, punctuality, enthusiasm, vitality, and optimism in approaching and completing tasks
- Demonstrates willingness to take on responsibilities and challenges and do what is needed without being asked

Team Building

Within the context of training and developmental instruction activities and exercises:

- Asks questions to help others think through their own solutions to problems or situations

- Directly addresses problematic behavior while focusing on turning the behavior around
- Gives positive feedback to employees for doing good work and achieving results
- Looks for opportunities to build the confidence and capabilities of people who are struggling and provides coaching
- Actively involves employees in decision-making on issues that will affect them
- Provides direct, observation-based, constructive performance feedback on an on-going basis
- Regularly expresses confidence in other people's capability to succeed
- Stretches peoples' capabilities and performance by giving them challenging tasks/assignments
- Spends time with employees (e.g. working at checkpoints, talking in break rooms) in order to build rapport and identify needs for training and development

Technology Application

- Demonstrates skill in using computers
- Demonstrates skill in using word processing software
- Demonstrates skill in using spreadsheet software
- Demonstrates skill in using databases
- Demonstrates skill in using internet search tools
- Demonstrates skill in using personal planner and email software
- Demonstrates skill in using presentation software
- Demonstrates skill in using knowledge of learning management systems

Vision

- Clearly communicates local TSA mission, goals and objectives to employees and stakeholders, reinforcing that message whenever appropriate
- Clearly explains the big-picture rationale behind new and changing policies and procedures

Written Communication

- Adjusts communication style and language to most effectively connect with different/diverse audiences and individuals
- Communicates information concisely and clearly
- Explains complex concepts (e.g., schedules, policies, and procedures) clearly and at an appropriate level of detail

Technical Competencies

Operations Management

- Demonstrates knowledge of procedures and tools for scheduling training

- Demonstrates knowledge of procedures and tools for managing and updating training materials and resources in a specific operational environment
- Demonstrates knowledge of airport operations (e.g., knowledge of the peaks and valleys of passenger flows in the airport)
- Demonstrates knowledge of airline operations needs and concerns
- Demonstrates knowledge of key roles and responsibilities across airport, airline, and other stakeholder functions

Security Equipment Knowledge

- Understands characteristics of security equipment sufficient to plan and execute requirements in connection with training of staff on its operation.

Security Screening Policies & Procedures

- Understands training requirements associated with screening policies and procedures

Technical Documentation

- Demonstrates skill in technical writing
- Demonstrates skill in report writing

Education and Training

- Demonstrates knowledge of instructional systems design
- Demonstrates knowledge of techniques for training exercises
- Demonstrates knowledge of learning technologies (e.g., computer-based training)
- Demonstrates knowledge of survey design and administration
- Demonstrates knowledge of facilitation
- Demonstrates knowledge of learning transfer
- Demonstrates knowledge of training needs-assessment techniques
- Demonstrates knowledge of techniques for evaluating and providing feedback on training success