

**JOB DESCRIPTION**

## Operations Training Specialist

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**REPORTS TO:** Senior Manager**DATE CREATED:** August 2015**DEPARTMENT:** Field Operations**FLSA STATUS:** Non-exempt

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**SUMMARY**

Implements and administers training activities at a FedEx Ground station or hub in support of the Company's overall training strategy. Serves as an ongoing educational and training resource to ensure all facility employees receive training needed to effectively complete their jobs.

**ESSENTIAL FUNCTIONS**

- Manages the training curriculum for all employees in the facility.
- Ensures Package Handler training events are properly prepared and executed with established materials within established timelines.
- Monitors continuous on-the-job training of employees, as needed, by demonstrating proper training with them on the dock and guiding managers on effective training methods.
- Manages and leads weekly Package Handler retention team meetings.
- Provides training, follow-up coaching and feedback to managers based on individual needs and development opportunities.
- Works with the facility Senior Manager, District Staff and the PGH University to determine training gaps.
- Responds to requests for and questions about training initiatives in a timely fashion.
- May conduct or assist with Package Handler orientation sessions.

**NONESSENTIAL FUNCTIONS**

- Performs other duties as assigned.

**MINIMUM EDUCATION**

- High school diploma or GED required; Bachelor's degree in Education, Communications, Business Administration, Business Management or related field preferred.

**MINIMUM EXPERIENCE**

- One (1) year experience required in instructor-led training, field operations or related area.

**REQUIRED SKILLS, ABILITIES AND/OR LICENSURE**

- Working knowledge of field operations and/or training principles.
- Software skills, including use of Microsoft Office software and web-based applications.
- Verbal and written communication skills necessary to communicate with various audiences and ability to effectively provide employees instruction on process and practice.
- Presentation skills necessary to facilitate training and/or deliver informational sessions to groups and/or individuals.
- Time management and organizational skills necessary to manage multiple processes, appropriately prioritize workload, plan for resources to meet deadlines and goals, and respond to day-to-day functional needs.

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- Ability to anticipate and identify problems and use sound judgment and fact-based analysis to develop effective and efficient solutions.
- Ability to mentor, coach and act as a knowledge resource to other employees.

### **WORKING CONDITIONS AND DEMANDS**

<b>EQUIPMENT</b>						
Percentage of Time Spent Per Average Day	N/A	Essential Function (Yes or No)	<25%	25%-50%	50%-75%	75%-100%
Telephone		Yes	X			
Copier		No	X			
Computer		Yes		X		
Fax Machine		No	X			
Hand Tools (e.g., hammer, shovel, screwdriver)		Yes	X			
Power Tools (e.g., drill, electric saw)	X	No				
Vehicles (e.g., motorized cart, switcher, forklift)		Yes	X			

<b>EXPOSURE</b>						
Percentage of Time Spent Per Average Day	N/A	Essential Function (Yes or No)	<25%	25%-50%	50%-75%	75%-100%
Indoor		Yes				X
Outdoor		Yes	X			
Hot Temperatures		Yes		X		
Cold Temperatures		Yes		X		
Loud Noise		Yes			X	
Fumes		Yes		X		
Video Display Terminal (VDT) Screen		Yes		X		

<b>PHYSICAL DEMANDS</b>						
Percentage of Time Spent Per Average Day	N/A	Essential Function (Yes or No)	<25%	25%-50%	50%-75%	75%-100%
Standing		Yes				X
Sitting		No	X			
Walking		Yes		X		
Bending		No	X			
Stooping/Squatting		No	X			
Reaching		No	X			

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<b>PHYSICAL DEMANDS</b>						
<b>Percentage of Time Spent Per Average Day</b>	<b>N/A</b>	<b>Essential Function (Yes or No)</b>	<b>&lt;25%</b>	<b>25%-50%</b>	<b>50%-75%</b>	<b>75%-100%</b>
Lifting 5-10 lbs.		No	X			
Lifting 10-20 lbs.		No	X			
Lifting 20-30 lbs.		No	X			
Lifting 30-50 lbs.		No	X			
Lifting >50 lbs.		No	X			
Carrying 5-10 lbs.		No	X			
Carrying 10-20 lbs.		No	X			
Carrying 20-30 lbs.		No	X			
Carrying 30-50 lbs.		No	X			
Carrying >50 lbs.		No	X			
Pushing 5-10 lbs.		No	X			
Pushing 10-20 lbs.		No	X			
Pushing 20-30 lbs.		No	X			
Pushing 30-50 lbs.		No	X			
Pushing >50 lbs.		No	X			
Pulling 5-10 lbs.		No	X			
Pulling 10-20 lbs.		No	X			
Pulling 20-30 lbs.		No	X			
Pulling 30-50 lbs.		No	X			
Pulling >50 lbs.		No	X			
Travel (incl. driving for business purposes)		Yes	X			

<b>MENTAL DEMANDS</b>						
<b>Percentage of Time Spent Per Average Day</b>	<b>N/A</b>	<b>Essential Function (Yes or No)</b>	<b>&lt;25%</b>	<b>25%-50%</b>	<b>50%-75%</b>	<b>75%-100%</b>
Problem Solving		Yes			X	
Making Decisions		Yes			X	
Supervising		No	X			
Interpreting Data		Yes			X	
Organizing		Yes			X	
Writing		Yes		X		
Planning		Yes			X	

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**APPROVALS**

Manager	Bob Deans, Managing Director – District Operations
Compensation	Karen Bianco, Manager - Compensation
Date	August 26, 2015

**JOB CODE(S)****JOB CODE TITLE(S)**

P64446	Operations Training Specialist
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