



Training Coordinator, Snoqualmie Valley Transportation

The Mt. Si Senior Center (MSSC) is responsible for the successful operation of Snoqualmie Valley Transportation (SVT). SVT is a non-profit Valley bus company that offers both demand response and fixed route services to the people of the Snoqualmie Valley. The training coordinator has the responsibility to keep drivers and riders safe through delivery of training programs to drivers and staff. Success will be measured by drivers' adherence to rules that are compliant with required training, accident rates, employee satisfaction, safety, sustainability, well-trained staff, as well as great relationships with staff and riders.

This job requires ingenuity in a can-do, positive business professional with experience and proven success as a trainer who is willing to work hard to deliver solutions for the riders of the Valley while creating a positive work environment for the staff.

- The position reports to the Operations Manager
- This position has no direct reports
- Pay rate: \$28.80 per hour
- Full time position with medical benefits, 401(k), vacation and sick leave.

Job description includes but is not limited to:

- Creates and delivers training programs that foster a safe and positive working environment
- Ensures compliance with Mt. Si Senior Center employee handbook, communicating changes to staff
- Coordinates orientation and initial training for all new employees
- Creates and delivers monthly all-staff training meetings
- Creates and delivers introductory classroom and hands-on training and written and performance assessments for all new drivers and dispatchers
- Conducts periodic driver retraining on-demand and as-needed
- Maintains and ensures all training records are current, accurate, and complete
- Delivers topic-specific training as needed, such as:
 - ✓ Customer Service
 - ✓ Fare handling
 - ✓ Fire extinguishers



- ✓ On-board tablets
 - ✓ Ongoing certifications
 - ✓ Proactive and Smith System defensive driving training
 - ✓ PASS (Passenger Assistance, Safety and Security) training
 - ✓ Daily Vehicle Inspections
 - ✓ Rider Codes of Conduct
 - ✓ Verbal De-escalation
 - ✓ Emergency Management
 - ✓ Accidents and Incidents and how to fill out reports
 - ✓ Route training
 - ✓ PTT radio protocols
 - ✓ Safety meetings
 - ✓ Timesheet training
 - ✓ Wheelchair securement – Mobility device management
 - ✓ ADA training
 - ✓ Policies and Procedures
 - ✓ Other duties required
- Manages online training sites and staff completion of online training such as:
 - ✓ First aid, CPR and blood borne pathogens
 - ✓ Harassment, Diversity and inclusion
 - ✓ Drug and Alcohol awareness training
 - ✓ Other mandated compliance training
 - Create internal documents that are easy to understand and free of jargon
 - Assists Driver Supervisors with accident and incident investigations
 - Other duties as required

Experience Preferred:

This position requires experience and proven competency to:

- Create and deliver research-based training and assessment programs (transportation environment preferred)
- Apply proven and emerging trainer best practices
- Teach varying sizes of groups
- Demonstrate and develop others' coaching and mentoring skills
- Use Microsoft Word, Excel, PowerPoint, Forms, and SharePoint
- Use Learning Management Systems (LMS) and a variety of media for teaching and learning



- Be extremely and proactively organized, creative, and detail-oriented
- Efficiently and effectively manage time, communications, and task completion
- Independently stay on track
- Innovate and improve training systems and offerings
- Stay calm in a crisis and motivate others to do so
- Foster an environment that elevates others
- Apply excellent written and verbal communication skills

Must have:

- Must have own vehicle, clean driving record, pass background check
- Must be able to sit for long periods of time (3+ hours), lift up to 20 pounds, type and use a computer for long periods of time (with accommodation if required)
- Must be able to work hours that the job requires which may include, on occasion, evenings and weekends
- Must show proof of eligibility to work legally in the United States on Federal I-9 documentation