

MAJOR FUNCTION

This is a highly responsible and specialized professional, technical position responsible for designing, implementing, and managing training programs that promote job proficiency, regulatory compliance, and workplace safety across the City's Underground Utilities & Public Infrastructure (UUPI). An incumbent in this position serves as a key resource in developing and facilitating training for field and plant personnel within UUPI. The role requires a blend of independent judgment, subject matter expertise, and close collaboration with supervisors and departmental leaders to ensure a competent, compliant, and safety-conscious workforce. Work is performed under general supervision.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plan, develop, implement, and manage comprehensive training programs to build employee competency and support operational excellence in all UUPI divisions. Provides support and training for the various UUPI career progression programs. Coordinates with division leadership to assess training needs, align curriculum with operational goals, and ensure consistency across utility and infrastructure services. Design and deliver engaging instructional content for classroom, hands-on, and virtual training, ensuring accessibility for varied learning styles and job functions. Oversee training documentation, monitor employee progress, and maintain accurate records of certifications and continuing education units (CEUs). Ensure that training content is current with industry best practices, regulatory requirements, and emerging technologies. Ensures training supports and enhances the UUPI safety culture. Maintain ongoing communication with managers, supervisors, and employees to ensure programs meet the needs of the organization and reflect operational realities. Serve as a resource for technical questions infrastructure projects and routine operations. Represent the department on internal and external training committees and support interdepartmental collaboration. Evaluate the effectiveness of training programs and make continuous improvements based on feedback, data, and organizational needs. Promote a culture of excellence, accountability, teamwork, and professional development. Maintain records, prepare reports, and participate in special projects.

Other Important Duties

Provide subject matter expertise and technical assistance for various infrastructure projects and programs. Keep abreast of evolving industry standards by attending workshops, conferences, and professional development activities. May act as supervisor during absences or when delegated.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of the principles and practices of adult learning. Considerable knowledge of operations and maintenance practices in water, wastewater, streets, and drainage, as well as construction techniques and requirements. Knowledge of OSHA regulations and accident prevention. Knowledge of industry certification and licensing requirements in the water and wastewater operations. Knowledge of current trends in water, wastewater, stormwater, and public infrastructure operations. Ability to communicate effectively both orally and in written form. Ability to design and implement effective training and safety programs, including classroom, hands-on and virtual instruction. Ability to collaborate across operational areas at all organizational levels. Ability to maintain accurate records to demonstrate compliance with training requirements. Ability to demonstrate a positive attitude to ensure a safe and productive working environment. Skilled in problem solving and risk assessment. Skilled in the use of technology, including but not limited to digital learning and computers.

Minimum Training and Experience

Possession of a bachelor's degree in education, occupational safety, engineering, environmental science, public administration, or a closely related field and five years of progressively responsible experience in training development and delivery, within water, wastewater, public infrastructure, or a closely related utility environment. Two years of the required experience must include professional or technical experience in conducting training, teaching, or managing safety programs within the utilities, environmental, or industrial safety and health fields.

or

Possession of a high school diploma or an equivalent recognized certificate and five years of experience in the construction, maintenance, or operation of water, wastewater, stormwater, streets, or related public infrastructure systems, and two years of professional or technical experience in conducting training, teaching, or managing safety programs within the utilities, environmental, or industrial safety and health fields.

Necessary Special Requirements

Must possess a valid Class E Florida driver's license at the time of appointment and maintain as a condition of continued employment.

Individuals in this classification are considered essential during emergency and storm situations and must be able to work 16 hours per day for extended periods of time and may be required to be away from their families.

NOTE: Preference may be given to candidates who possess a Florida Department of Environmental Protection (FDEP) Level III Water Distribution System License and/or a Florida Water & Pollution Control Operators Association (FWPCOA) Wastewater Collection System Operator Class C certification.

Established: 07-15-25

Revised: 08-19-25