



NOTICE OF JOB OPENING

Training & Development Specialist

1 Opening
(Internal & External)

Opening Date: 4/30/2024

Closing Date: Until Filled

Classification: Grade 10, Exempt (\$71,760 annually)

Summary of Job Duties and Responsibilities The TRAINING AND DEVELOPMENT SPECIALIST will work closely with the Training Manager and other Human Resources staff, as well as Subject Matter Experts to design, develop, and implement timely training content to include instructor-led, computer-based, self-paced and multi-media job aids; coordinate documenting utility business process mapping; develop and maintain utility standard operating procedures; manage learning management systems; perform other training administrative and logistics roles as well as perform other essential duties as assigned.

Knowledge, Skills, and Abilities

Knowledge of innovative training techniques for a diverse employee population
Knowledge of assessing training needs through surveys, employee interviews, or manager consultations.
Knowledge of designing and creating training manuals, online learning modules, and course materials.
Knowledge of evaluating training programs.
Knowledge of proper rules of grammar, spelling, punctuation, and excellent writing skills.
Ability to perform administrative tasks such, scheduling classes, setting up systems and equipment, and coordinating enrollment.
Ability to train and develop employees to help create, plan, and run training programs.
Ability to provide industry standards and best practices in training and instruction.
Ability to develop, prepare and present in-house training programs to large groups of employees.
Ability to effectively communicate, and flexibility to change as different situations demand.
Ability to author instructional strategies, curriculum design, and learning objectives.
Ability to create innovative training materials for helping management and employees.
Ability to analyze the effectiveness of training efforts.
Ability to effectively communicate with people of varying educational and cultural backgrounds.
Ability to conduct research and extract needed information.
Ability to manage multiple learning project plans with flexibility to meet tight deadlines.
Ability to increase productivity and continuously improve methods, approaches, and departmental contributions to the Utility's goals.
Ability to be an effective contributor to the development and implementation of the Utility's training goals for HIVIP employees.
Ability to coordinate training schedule with and through others within and outside the utility.
Ability to complete assignments with a high degree of accuracy and detail.
Ability to use independent judgment and work with little or no supervision.
Ability to work in a fast-paced environment.
Ability to proofread and edit training materials accurately.
Skilled in course development, design, delivery, and evaluation (Instructor Led, Computer Based Training, Job Aids, Virtual Classrooms, and Self-Paced).
Skilled in capturing Current State and To-Be process flows using Visio or similar technology.
Skilled in time and project management.
Skilled in organizational management.
Skilled in developing and writing training policies, procedures, documents, and presentations.
Skilled in oral communications including training delivery and train-the-trainer.

Minimum Qualifications

- Formal education equivalent of a Bachelor's Degree in Communications, Education, or related field;
- (2) years of training program creation and execution experience.
- Job-related experience may be substituted for degree requirements.

Preferred Qualifications

- Two (2) years of content development experience using desktop publishing computer software and social media applications.
- Two (2) years of training experience
- One year of work experience in the water industry.
- Proven track record of designing and delivering effective training programs that improve employee performance and organizational effectiveness across different talent pools.
- Certifications in training and development, instructional design, or related areas are preferred.
- Demonstrated or documented skill in map reading.
- Basic knowledge of Cayenta Utilities, and Central Arkansas Water Distribution, Customer Service and Billing Department Procedures.
- Basic Knowledge of Cityworks.

Special Requirements

The candidate must be a high-performing, innovative, values-driven, informed, and passionate individual. Candidate must possess excellent interpersonal and business skills to interact with all stakeholders in a courteous and professional manner. The candidate may be required to work evenings and weekends.

Work Conditions

Works in a heated and cooled typical office environment. Occasional outdoor assignments.

The above describes the general content and requirements for this job. It is not intended to be an all-inclusive list of duties, responsibilities, or requirements.

How to Apply

- o Complete the internal application form attached to this posting.
- o Send your completed application form and optional resume to careers@carkw.com.
- o In the email subject line, please include your **full name** and the **position you are applying for**.

Central Arkansas Water is an EQUAL OPPORTUNITY EMPLOYER and does not discriminate in its employment practices, or any other activities, based on race, color, religion, sex, national origin, age, disability, veteran's status, sexual orientation, gender identity, genetic information, political opinions or affiliation, or any other status protected by law.

www.carkw.com

We support diversity, equity, and inclusion in
our workplace.



APPLICATION FOR EMPLOYMENT CENTRAL ARKANSAS WATER

An incomplete or illegible application may jeopardize your opportunity for employment. Because eligibility to compete for positions is based on a review of your application and since only information provided will be evaluated, be certain that you complete all items as fully and accurately as possible.

NAME _____ DATE _____
LAST FIRST MIDDLE

STREET ADDRESS _____ HOME PHONE _____

CITY STATE ZIP

BUSINESS PHONE _____

CELL PHONE _____

ARE YOU A CITIZEN OF THE UNITED STATES OR ARE YOU LAWFULLY ELIGIBLE TO BECOME EMPLOYED IN THE U.S.?

YES NO (Proof of U.S. citizenship or immigration status will be required if employed)

POSITION YOU ARE APPLYING FOR _____

TYPE OF EMPLOYMENT DESIRED: FULL-TIME TEMPORARY SUMMER PART TIME

DATE AVAILABLE _____ SALARY REQUIREMENTS \$ _____

WHERE DID YOU HEAR ABOUT THIS OPENING? NEWSPAPER JOB LINE EMPLOYEE REFERRAL OTHER _____

*****LIST PREVIOUS EMPLOYMENT, BEGINNING WITH THE LAST*****

FROM DATE (Mo/ Yr)	TO DATE (Mo/ Yr)	NAME AND LOCATION OF EMPLOYER	SUPERVISOR	YOUR JOB	REASON FOR LEAVING	FULL OR PART TIME

TYPE SCHOOL	NAME & ADDRESS	GRADUATED?	PRIMARY COURSES OF STUDY	
HIGH SCHOOL	XXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXX		XXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXX	
BUSINESS OR TRADE SCHOOL				
COLLEGE			Major:	Degree:
			Minor:	
GRADUATE SCHOOL			Degree:	
CORRESPONDENCE COURSES OR SPECIAL TRAINING				

Excluding those which would reveal sex, race, religion, national origin, age, ancestry, disability or other protected status, list any professional, trade, business or civic organizations with which you are associated:

List professional, business or trade licenses held, awards or special recognitions received:

LIST THREE WORK-RELATED REFERENCES:

NAME	OCCUPATION	EMPLOYER	PHONE #	ASSOCIATION <small>(Peer vs. supervisor)</small>

Have you previously been interviewed for a position with Central Arkansas Water? If yes, provide positions and dates:

Have you ever been employed by Central Arkansas Water? If yes, provide position, dates, and reason for leaving:

* Do you understand the physical and mental requirements of the job for which you are applying? Yes No

* Are you able to fully and completely perform all functions, duties and responsibilities of the particular job for which you are applying with or without an accommodation?

Yes No If no, please provide an explanation: _____

* **The Americans With Disabilities Act of 1990 prohibits discrimination against a qualified individual with a disability.**

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Central Arkansas Water embraces a diverse and inclusive environment. As an Equal Opportunity Employer, all applicants who meet the stated qualifications will be considered for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status. CAW is also committed to compliance with all fair employment practices.  
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• I, _____, understand and voluntarily agree that Central Arkansas Water (or an investigative bureau of your choice) may check any references or other information provided on this application form by me. Further, I hereby give consent to any and all current and prior employers of mine, or educational institutions I have attended, to provide information to Central Arkansas Water with regard to my employment with current or prior employers or my educational background. I understand and accept that your employment decision may be based upon information furnished by me or obtained through the verification process. I hereby release from liability the employer and its representatives for seeking such information and all other persons, corporations or organizations for furnishing such information. I authorize you to make copies of documents related to my employment, which shall have the same effect as the originals.

Signed: _____

Date: _____

- I understand and agree that if I am offered and accept a position with the Central Arkansas Water, that the position is not for a specific period of time, and I agree that I will be an employee at will and this arrangement can be terminated at any time by myself or Central Arkansas Water, with or without notice.
- If employed by Central Arkansas Water, I agree to abide by its rules and regulations.
- I understand and agree to examinations and testing, including a pre-employment physical, criminal background check, and drug screening, considered necessary by Central Arkansas Water at any time, at the option of the Utility and at no personal expense to me. I authorize the examining physician or organization to disclose to Central Arkansas Water or its representatives the results of such examinations, tests, or background information. I understand Central Arkansas Water will limit such information only to those individuals who have a need to be informed of such.
- I understand that, unless I am notified by Central Arkansas Water otherwise, this application will be considered only for the position I designated on this application form. I understand that in order to be considered for other available positions with Central Arkansas Water, I will need to complete a separate application for each position.

I hereby affirm that my answers to the foregoing questions are true and correct, and I understand that misrepresentation or omission of facts called for in this application may be cause for disqualification for consideration of the position, or if employed by Central Arkansas Water, immediate dismissal without notice.

Signature of Applicant

Date



EQUAL OPPORTUNITY EMPLOYER

221 East Capitol Avenue * PHONE (501) 377-1251 * LITTLE ROCK, AR 72202

EMPLOYMENT REFERENCE CONSENT AND RELEASE

APPLICANT NAME: _____

I, _____, HEREBY GIVE CONSENT TO ANY AND ALL PRIOR EMPLOYERS OF MINE, OR MY CURRENT EMPLOYER, TO PROVIDE THE INFORMATION BELOW WITH REGARD TO MY EMPLOYMENT WITH THE PRIOR OR CURRENT EMPLOYERS TO CENTRAL ARKANSAS WATER.

This consent is valid for a period of six (6) months from the date indicated below. A copy of this form shall serve as an original.

Signature of Applicant: _____ Date: _____

STOP HERE

Instructions to Current/Former Employer

The individual named above has applied for employment with Central Arkansas Water. Please respond candidly to the requests for information listed below and return your written responses via either facsimile or U.S. Mail. This Consent and Release is intended to comply with Arkansas Act 1474 of 1999, an Act to provide current and former business employers with protection for providing job information about current or former employees to prospective employers.

PLEASE RETURN THE INFORMATION TO:

**Human Resources Director
Central Arkansas Water
P. O. Box 1789
Little Rock, AR 72203 Fax- 501- 377-7051**

Date and duration of employment: _____

Current or last rate of pay and wage history: _____

Current or last job description and duties: _____

The details of the applicant's last written performance evaluation prepared prior to the date the applicant signed this consent (See date above): _____

Attendance history: (Excluding any qualifying leave under FMLA) _____

Results of drug and/or alcohol tests administered within the last year: _____

Details of any threats of violence, harassing acts, or threatening behavior related in any way to the workplace or directed at another employee: _____

Was his/her separation from employment voluntary involuntary?

What was the reason for the applicant's separation from employment?

Is the applicant eligible for rehire? Yes No Is this a blanket company policy? Yes No

Printed Name and Title of Employer Representative Providing Information _____ Date _____

Signature _____ Phone Number _____

EMPLOYEE BENEFITS INFORMATION (Full Time Employees Only)



Compensation

- Competitive Compensation
- Generous Paid-Time off, Paid Holidays, Discretionary Time, Overtime for non-exempt staff
- Pension Plan (APERS)
- Deferred Compensation Plan
- Saving Plan
- Utility-Paid Life Insurance
- Short-Term Disability and Additional Life Insurance Coverage options
- Utility-Paid Long-Term Disability
- Accident, Critical Illness, Hospital Stay Pay and Identity Theft coverage options
- Credit union membership
- Uniforms provided (as required by position)
- Annual Work Boot Allowance (as required by position)
- Public Student Loan Forgiveness Eligible Employer
- Generous Retiree Benefits
- Performance Evaluation six months after hire and after twelve months. Each evaluation has the opportunity for a merit increase. Annual evaluations thereafter with the opportunity for merit increase.
- Annual Pay Plan increase (as approved by CAW's Board of Commissioners)



Health & Wellbeing

- Utility-subsidized individual and family health care coverage options with Rx Plan
 - PPO – 96% employee premium paid by Utility
 - HDHP- 100% employee premium paid by Utility
- HAS – Utility funded based on HDHP coverage option
- FSA
 - Medical
 - Dependent Care
- Dental – 100% employee premium paid
- Vision
- EAP – Utility-paid
- Remote Work (position eligibility applies)
- Paid Family Bereavement Leave, Emergency Leave, Military Leave, COVID vaccine time, Blood donation, Jury Duty
- Utility Paid Rehabilitation for Drug or Alcohol Abuse
- Special Interest Employee Committees
- Various Employee Recognition Programs
- Compressed Work Schedule (available for most positions)
- HIVIP (High-Performing, Innovative, Values-Driven, Informs and Passionate) culture
- Safety Program



Professional Development

- 100% Tuition Reimbursement
- Utility support for industry licenses
- Utility-paid professional memberships
- In-house training and development program CAWU
- Employee Perks and Discounts (automotive, banking, cellular, dining, education, fitness, home improvement, office supply and misc.)
- Financial Planning
- Internal Promotion Opportunities
- Employee-led, Executive sponsored, Diversity, Equity and Inclusion Team and Initiatives



Community

CAW takes our commitment to be involved seriously. Our team members can always be found in a neighborhood, at a community event, fundraiser or educational initiative promoting quality of life, exceptional service and science, technology, engineering, and mathematics (STEM) education.