



Training Supervisor

Job Description

Department: Clerk
Position: Career Service
Grade: 722
Supervisory: Supervisor
Reports to: Public Services Manager

Summary

Under general guidance and direction of the Public Services Manager, responsible for the full lifecycle of the Marriage License and Passport Division training development program. Creates and maintains standardized training materials and schedules, delivers and evaluates new-hire training, and monitors competency and training completion. Ensures all training, materials, and procedures comply with Utah County policies, applicable state law, and United States Department of State passport regulations.

Essential Functions

1. Supervise, plan, coordinate, and direct the work of assigned personnel; schedule workload and delegate assignments; oversee training and conduct staff meetings.
2. Make staffing decisions related to the hiring, retention, and training of assigned personnel; evaluate and conduct performance appraisals.
3. Identify, evaluate, and resolve personnel concerns; administer recommended disciplinary actions and assist with their implementation in accordance with County policy and procedures.
4. Develop, create, and maintain division training materials, including standard operating procedures (SOPs), job aids, desk aids, checklists, reference guides, scripts, forms, PowerPoint presentations, video presentations, and other instructional resources.
5. Develop and maintain a comprehensive new-employee training program and schedule for Marriage License and Passport staff, including learning objectives, sequencing, shadowing, guided practice, competency checkpoints, and completion requirements.
6. Deliver individual and group training through instruction, demonstration, observation, coaching, role-play, and hands-on practice; adapt instruction to employee learning needs while maintaining consistent performance standards.
7. Conduct training on division procedures, including customer service standards, statutory obligations, cash-handling procedures, recordkeeping, confidentiality, and applicable County policies.
8. Ensure training materials and methods accurately reflect current Utah marriage license requirements and United States Department of State passport acceptance policies, procedures, and regulations; promptly update materials after procedural, legal, system, or policy changes.
9. Monitor, document, and track trainee attendance, progress, competency, remediation needs, and completion of required training; maintain organized training records and provide reports to management as requested.

For Office Use Only

Job Code: 6020
Job Title: Training Supervisor
FLSA: Non-Exempt
Effective Date: 10/14/2026
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Supervisor

10. Manage the performance of new hire employees during their training period; assign training activities, observe performance, provide timely coaching and corrective feedback, and communicate employee readiness or performance concerns to the Public Services Manager.
11. Evaluate the effectiveness of training materials and delivery methods; identify recurring errors, knowledge gaps, process inconsistencies, or service issues; recommend and implement approved improvements.
12. Collaborate with the Public Services Manager, Customer Service Supervisor, Digital Services Supervisor, and subject-matter experts to standardize procedures, establish training priorities, and maintain consistent division operations.
13. Develop and conduct ongoing training for existing staff, including refresher courses, cross-training, and procedural updates; assist in preparing employees for new services, technology changes, and workflow modifications.
14. Maintain strict confidentiality of passport applications, marriage license records, employee information, payment data, and other protected or sensitive information.
15. Perform other tasks in support of the Clerk's Office, as assigned.

Knowledge, Skills, and Abilities

- Considerable knowledge of United States Department of State laws, regulations, and requirements for passport acceptance services
- Considerable knowledge of Utah laws, regulations, and procedures related to marriage licenses and the statutory obligations of the County Clerk
- Knowledge of personnel management principles and the ability to interpret and apply County policies and procedures for performance management and disciplinary action
- Knowledge of effective employee-training, adult-learning, coaching, and competency-evaluation practices
- Knowledge of office practices, procedures, records management, confidentiality requirements, customer service techniques, and cash-handling procedures
- Skilled in evaluating training effectiveness, identifying recurring errors, and using performance data to make targeted improvements to training materials and methods
- Skilled in creating clear, accurate, and visually useful written procedures, presentations, job aids, and training materials
- Skilled in using word processing, spreadsheet, presentation, video, and digital document-management applications
- Ability to adapt training methods and communication styles to accommodate diverse learning needs and ensure comprehension for all trainees
- Ability to translate complex laws, policies, and procedures into understandable, consistent, and actionable instructions
- Ability to effectively manage employee performance, provide constructive feedback, document training outcomes, and recognize when concerns should be escalated
- Ability to organize multiple training projects, deadlines, schedules, and records while working in a fast-paced public-service environment
- Ability to communicate clearly and effectively, verbally and in writing

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- Ability to maintain cooperative working relationships with those contacted during the course of work activities

Supervisory Responsibility

This position has direct supervisory responsibility and serves as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office and public-service environment. This role routinely uses standard office equipment such as laptops, desktops, smartphones, photocopiers, scanners, cameras, payment equipment, and filing cabinets. Work occasionally exposes the incumbent to stress, contagious diseases, strong smells or odors, and frequent interaction with the public. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to use manual dexterity to handle, feel, and operate objects, tools, and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and listen. Specific vision abilities necessary for this job include close vision, ability to adjust focus, and ability to distinguish between different shades of color and patterns. The employee is required to type, file, and occasionally lift office supplies and objects up to twenty-five (25) pounds. The employee occasionally drives a motor vehicle.

Position Type/Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. The expected work hours are 8:00 am to 5:00 pm, Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Associate's degree in Education, Communication, Public Administration or a closely related field.
2. Three (3) years of progressively responsible clerical, customer service, training, administrative, or lead experience, including one (1) year directly related to marriage licensing, passport acceptance, employee training, or comparable regulated public service work.
3. Equivalent combinations of education and experience may also be considered.

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Preferred Education and Experience

1. Preference may be given to applicants with Bachelor's degree in business, communications, education, public administration, or a closely related field.
2. Preference may be given to applicants with experience in developing SOPs, job aids, desk aids, instructional presentations, training videos, or other structured learning resources.
3. Preference may be given to applicants with experience performing passport acceptance duties as a Certified Passport Acceptance Agent or equivalent knowledge of passport acceptance procedures.
4. Preference may be given to applicants with experience in leading, coaching, mentoring, or supervising employees.

Additional Eligibility Qualifications

1. Selected applicants must be able to become a Certified Passport Acceptance Agent as required by the United States Department of State during the probationary period for new hires or trial period for promoted County employees and maintain eligibility throughout employment.
2. Applicants must be a United States citizen or a U.S. non-citizen national, and at least eighteen (18) years of age, as required for passport acceptance agent duties.
3. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
4. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status, or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

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Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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