



Date: 12/31/2016 **Updated:** 12/31/2022 **Date To Be Reviewed:** Three Years – 12/31/2025

Title of Document: 4.6.1 LOPR_Employee Training and Development Program

The City of Lake Oswego and the Parks & Recreation Department (LOPR) provide an array of opportunities for staff to develop and enhance their professional skills. This is done in-house within the Human Resources Department, the Lake Oswego Police Department, and Lake Oswego Parks & Recreation (LOPR) Supervisors and Managers. Training offered at the City level includes EEOC, Anti-Harassment and Non-Discrimination, Diversity, and Workplace Safety.

The City, in conjunction with the Portland State University Hatfield School of Government, recently completed a project for an onboarding and mentorship program to engage and retain new talent. The program identifies a formal City onboarding process based on best practices focused on employee experience, cultural communication, and the provision of mentorship/coaching and a feeling of purpose. The new program is due to be rolled out in 2023.

City Departments offer training specific to responsibilities of Department employees, liaisons from other Departments (e.g. Parks Rangers participate in Police Department training), and to other City employees supported by that Department.

- The City's Information Technology (IT) Department offers an array of software application training and How Tos to all employees for using Laserfiche (the City's electronic document storage), email/voice mail, using Contribute to update the City/Department web pages, accessing the County tax system, mail procedures, printing, Outlook and remote access. The IT Department introduced mandatory cyber security training for all employees in late 2022.
- The Finance Department offers instructions on budget development, accessing and running reports on the Tyler financial system, and the use of purchasing cards.
- The City Attorney's office provides instruction on contract rules, creation and execution.
- Human Resources (HR) Personnel Policy 3-5 Courses, Classes, Seminars policy states the City pays the cost of classes or seminars it requires and employee to attend and the hours spent attending such a class or seminar in accordance with federal and state laws, and the applicable collective bargaining agreement. The HR Department also provides safety and emergency preparedness training.

The Lake Oswego Parks & Recreation Department (LOPR) offers How Tos for front desk management, class management, using the Active Net Registration and Reservation System, reporting, using shared drives, budgets, records management, program development,



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operational practices, vehicle usage, reserving rooms, creating Council reports, and creating contracts as support to the onboarding checklists of identified training for and knowledge transfer to new employees.

4.6.1.A LOPR_Master Training Information by Job Title was developed to provide a view of training type and frequency required by LOPR job titles. This document is updated using the same periodic review schedule as 4.6.1 LOPR_Employee Training and Development. 4.6.1.B LOPR_Employee Training MATRIX_2022 tracks the completed training and is updated annually.

External training is also available. The City of Lake Oswego and LOPR provide training to employees through professional organizations such as State of Oregon Occupation Safety & Health (OSHA), Oregon Liquor Control Commission (OLCC), Oregon Health Authority (OHA), Oregon Recreation and Parks Association (ORPA), and National Recreation and Parks Agency (NRPA), American Red Cross (ARC), American Heart Association and other sources relevant to job duties and responsibilities. Trainings may be presented in-person, virtually, through live streaming, or as taped videos and/or recorded presentations.

All full-time employees have access to trainings, and depending upon level of responsibility, are either required to maintain training and certification as mandatory for employment or offered training as optional requested training for employment. On-call employees are provided on-the-job training by their supervisors and/or given access to on-line and in-person training they may optionally take on their own time.

Related Documents:

4.6.1.A LOPR_Master Training Information by Job Title

4.6.1.B LOPR_ 2022 Completed Training MATRIX

Human Resources Personnel Policy 3-5, Courses, Classes, Seminars

Responsibility/Contacts: Director, Deputy Directors, Administrative Assistant