

DUTY STATEMENT

GS 907T (REV. 1/98)

SHADED AREA FOR HUMAN RESOURCES ONLY

INSTRUCTIONS: Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA-

11753-OHR

EFFECTIVE DATE:

1. DGS OFFICE OR CLIENT AGENCY Office of Human Resources	POSITION NUMBER (Agency - Unit - Class - Serial) 306-273-5393-925
2. UNIT NAME AND CITY LOCATED Training Unit – West Sacramento	3. CLASS TITLE Associate Governmental Program Analyst
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. to 5:00 p.m.	5. SPECIFIC LOCATION ASSIGNED TO 707 3 rd Street, 1 st Floor
6. PROPOSED INCUMBENT (If known)	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-273-5393-925

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the direction of the Staff Services Manager II, the incumbent designs and delivers training programs, coordinates the delivery of external training services, conducts skill gap and training needs assessments, and performs program related support and administrative tasks. The incumbent performs assignments either independently, as a lead person, or in a team environment, and may provide guidance to support staff, student assistants and retired annuitants. Occasional travel and night shift work are required.

9. Percentage of time performing duties

10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)

45%

The Department of General Services' (DGS) Core Values and Employee Expectations are key to the success of the department's mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are expected to adhere to the department's Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

All work is to be accomplished in accordance with state laws, rules, regulations and/or policy directives, including but not limited to those contained in the State Administrative Manual, Department Manual, Administrative Orders, DGS HR Memos, State Contracting Manual, and collective bargaining agreements.

ESSENTIAL FUNCTIONS**INSTRUCTIONAL DESIGN & TRAINING**

In order to design, develop, deliver, and analyze in-house training programs that include a broad portfolio of courses, the incumbent will:

- Develop learning objectives, training materials, and visual aids for training programs
- Present training programs and facilitate learning using participant-centered training techniques and adult learning principles
- Deliver training through a variety of modalities including but not limited to classroom, webinars, and video tutorials
- Analyze and update training programs on a continual basis to ensure learning effectiveness and stay current with emerging trends

11. SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

12. EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE

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9. Percentage of time performing duties	10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
15%	<p>INSTRUCTIONAL DESIGN & TRAINING (cont.)</p> <ul style="list-style-type: none"> • Perform training program evaluations to assess its effectiveness by auditing classes; reviewing lesson plans and course materials; conducting participant evaluations, course surveys, and focus group discussions, etc.; analyzing findings; and identifying opportunities for change or improvement • Coordinate and/or assist with making training room and equipment reservations, room set-up and take down, and returning equipment and supplies to storage
15%	<p>RESOURCED TRAINING SERVICES</p> <p>In order to work with external training vendors to coordinate training services, the incumbent will:</p> <ul style="list-style-type: none"> • Meet with vendors to design and deliver training programs, including but not limited to developing the scope of work, training budget and training schedule • Initiate training services contracts and coordinate their review, approval and execution • Monitor training contracts by evaluating vendor services against agreed upon contract terms and learning objectives; process invoices for payment • Coordinate training logistics with vendors
15%	<p>TRAINING ENGAGEMENT</p> <p>In order to ensure employees are in compliance with state and departmental training requirements, the incumbent will:</p> <ul style="list-style-type: none"> • Oversee and manage the department's compliance with mandated training programs in collaboration with departmental training coordinators to ensure timely completion of required training • Create data capturing mechanisms, reporting templates and communication protocols to track and monitor compliance-based training and help managers and training coordinators facilitate compliance
10%	<p>CONSULTATION SERVICES</p> <p>In order to conduct skill gap analyses and develop customized training solutions, the incumbent will:</p> <ul style="list-style-type: none"> • Conduct training needs assessments for departmental work groups and analyze results to determine individual and team skill gaps • Collaborate with managers and supervisors to develop skill gap mitigation strategies and training plans • Develop and deliver customized in-house or resourced training programs for internal work groups to resolve identified skill gaps
10%	<p>PROGRAM ADMINISTRATION & SUPPORT</p> <p>In order to maintain an administrative infrastructure that supports the functions required to deliver an effective employee training program:</p> <ul style="list-style-type: none"> • Create, schedule courses, and process student registrations in the department's training registration system • Maintain electronic and hard copy records (e.g., rosters, surveys, lesson plans, testing materials, etc.) • Develop mass communication announcements and documents • Prepare complete and comprehensive written reports and briefings on a variety of topics; make effective presentations; represent DGS University at meetings and events • Develop knowledge transfer tools and procedures for assigned training programs to ensure seamless transitions and program stability

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5%	<p>MARGINAL FUNCTIONS In order to assist the department in meeting responsibilities, goals, and/or objectives:</p> <ul style="list-style-type: none"> • Create new and/or update existing training policies, processes, procedures and manuals to provide or clarify direction for DGS staff and managers • Participate in departmental teams and functions • Act in a lead capacity in the absence of the manager • Other duties appropriate for the position/classification <p>REQUIRED KNOWLEDGE AND ABILITIES</p> <ul style="list-style-type: none"> • Strong interpersonal, communication and time management skills • Follow written and oral directions; demonstrate good work habits, dependability and punctuality • Good judgment in decision-making using innovative and flexible problem solving and resolution strategies • Develop and maintain cooperative, collaborative working relationships • Effectively multitask; adapt and be flexible to changing work priorities that may affect the scheduling or completion of assignments; complete tasks or projects with short notice • Effective plan, organize, conduct and evaluate training programs and events, with attention to detail <p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Experienced trainer with a wide range of curriculum development and flexibility to deliver training through different platforms (classroom, webinar, video, etc.) • Proficient use with any of the following software programs: Jigsaw, Adobe Connect, SurveyMonkey, Camtasia Studio and Articulate Storyline, Blackboard, LMS365 (formerly SharePoint LMS) • Experience with any of the following: facilitate <i>The 7 Habits of Highly Effective People</i> and other FranklinCovey courses; teach introductory levels of Word, PowerPoint, and Excel; teach classes on communication, self-management and motivation topics • Experience writing creative and effective marketing copy for course brochures and announcements with an eye for layout and design • Experience in developing training services contracts including the ability to create and develop scopes of work • Experience in career counseling and facilitating groups <p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <ul style="list-style-type: none"> • Professional office environment; appropriate business attire required. • Sit in a seated position or stand for extended periods of time. • Frequent use of a desktop and/or laptop computer, keyboard/mouse, video display monitor, and projector to update, retrieve, analyze and present information. • Occasional off-site meetings or training within Sacramento and out of town within California that may require the use of a car and/or commercial transportation. • Use fine manipulation and/or simple grasping during the course of the workday. • Bend, reach, stoop, push, pull, squat and lift up to 25 pounds. • Walking and use of stairs • Sustained mental activity needed to conduct necessary research, analysis, editing, reasoning, training, problem solving, report creation and writing • Multitask while regularly responding to email, phone and in-person inquiries; • Recognize challenging and sensitive issues arising within a dynamic work environment, handle them effectively and appropriately, and facilitate effective solutions • Deal effectively with pressure, maintain focus and intensity, and yet remain optimistic and persistent, even under adversity