

DUTY STATEMENT

GS 907T (REV. 08/01)

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

11895-OHR

EFFECTIVE DATE:

7/1/16

DGS OFFICE OR CLIENT AGENCY Office of Human Resources	POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-5393-004
UNIT NAME AND CITY LOCATED Training Unit, West Sacramento	CLASS TITLE Associate Governmental Program Analyst
WORKING DAYS AND WORKING HOURS Monday - Friday (8 a.m. to 5 p.m.)	SPECIFIC LOCATION ASSIGNED TO Ziggurat (707 3 rd Street, 7 th Floor)
PROPOSED INCUMBENT (If known) Linda Nunez	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-271-5393-004
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.	
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the direction of the Staff Services Manager I, the incumbent conducts staff training, training needs assessments, and training consultations; performs instructional design, and provides program related support and administration. Services and products delivered include but are not limited to professional, technical, specialized and orientation training for all employee levels. The incumbent functions independently, in a team environment, or as a lead person on complex assignments, and may provide direction and/or guidance to support staff, student assistants and retired annuitants. The incumbent adheres to DGS' Core Values and is accountable for promoting customer satisfaction and providing quality service, as well as initiating and recommending innovative training solutions. Occasional travel and night shift work are required.	
% of time performing duties	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>
30%	All work is 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, Training Plan, and collective bargaining agreements. ESSENTIAL FUNCTIONS INSTRUCTIONAL DESIGN In order to maintain an established training and professional development program that includes a broad portfolio of courses, provides employees' with learning and development opportunities, and equips them to perform their jobs with superior knowledge and high levels of skill and competency: <ul style="list-style-type: none"> ▪ Develop, prepare and write lesson plans, technical materials, instructor and student guides, PowerPoint presentations, graphic illustrations, visual/job aids, workbooks, handouts, exercises, and other resource materials in order to enhance individual learning experiences and improve organizational performance. ▪ Determine training objectives, analyze their suitability for advanced technology delivery systems, and design interactive and multimedia instructional programs using the latest technology.
25%	STAFF TRAINING In order to meet departmental training and staff development initiatives and objectives: <ul style="list-style-type: none"> ▪ Deliver relevant and effective training presentations for assigned courses to provide instruction, guidance, information, etc., utilizing various equipment, tools, and aids, as appropriate. ▪ Research and identify available training opportunities (e.g., classes, webinars, conferences, etc.) that meet identified training needs, using information from the Internet, catalogs, other State agencies, third-party training providers.

- Coordinate and facilitate leadership development through the use of various in-house and external resources (e.g., DGS Supervisor Forum, CalHR Training, CPS HR, CSUS Portfolio Program, Los Rios CCC Government Training Academy, Center for Creative Leadership, etc.).
- Collaborate with other in-house, in-State and external training providers and subject matter experts to develop a training resource network that DGS can utilize to provide employees with a comprehensive training program (e.g., classroom, webinar, eLearning).
- Plan, coordinate and organize orientation and special training events (e.g., education fairs) as requested
- Facilitate class proceedings as needed.

15%

CONSULTATION SERVICES

In order to provide professional and personal development training opportunities to all DGS employees and assist DGS programs in achieving staff development goals and objectives:

- Meet and consult with DGS managers, office training coordinators and employees to identify and evaluate workforce development needs; conduct training needs assessments and document expected performance outcomes (e.g., KSAs); and recommend suitable alternatives and options to facilitate staff training programs in order to meet training goals and objectives.
- Respond to inquiries from DGS managers, office training coordinators and employees in order to provide or clarify training policies, practices and procedures using various communication tools and protocols.
- Understand and apply pertinent laws, rules, regulations, departmental directives, labor contract provisions, etc., when providing counsel and guidance to programs regarding the department's employee training program.

15%

PROGRAM ADMINISTRATION AND SUPPORT

In order to maintain an administrative infrastructure that supports the functions required to deliver an effective employee training program:

- Create and schedule courses in the ABMS Training Registration System.
- Process student registrations for classes using automated registration systems, such as the ABMS Training Registration System or a training provider's external registration system.
- Review class rosters to validate student attendance and participation, and collaborate with Training Coordinators to ensure training classes are recorded for all employees.
- Ensure electronic and hard copy records (e.g., class records, instructor resumes, lesson plans, testing materials, etc.) are maintained as needed.
- Coordinate and/or assist with making training room and equipment reservations, room set-up and take down, and returning equipment and supplies to storage.
- 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;
- Formulate effective training delivery strategies consistent with the Department's training plan; develop new insights into situations and apply innovative solutions to make organizational improvements.
- Create new and/or update existing training policies, processes, procedures and manuals to provide or clarify direction for DGS staff and managers.
- Develop and make recommendations to resolve complex issues and problems using critical thinking concepts, logical and creative reasoning, and conflict resolution techniques.
- 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.

5%

EMPLOYEE RECOGNITION PROGRAM

In order to recognize employees for ideas, job excellence, career accomplishments, and for going above and beyond the call of duty,

- Serve as DGS' coordinator for the Employee Suggestion Program, Merit Award Program, and 25-year Service and Retirement Awards.
- Log in, assign and track award suggestions to ensure adherence to processing timelines
- Conduct first level reviews using critical thinking and analytical methods to validate evaluations/justifications submitted by program, and make recommendations to approve or deny
- Upon higher level review and decision, process suggestions for an award if approved; or closure if denied, according to published processing instructions.
- Prepare appropriate correspondence and notifications as required, to communicate final disposition to the submitter.
- Prepare annual Merit Award Suggestion Report for submission to CalHR.

5%

UPWARD MOBILITY PROGRAM AND CAREER COUNSELING

In order to support the advancement of employees in qualified low-paying classifications into designated technical, professional and administrative classifications:

- Serve as DGS' Upward Mobility Program Coordinator.
- Provide guidance to employees in qualified low-paying classifications who aspire to move into selected technical, professional and administrative positions and want to apply to participate in the program.
- Provide guidance and information to managers and supervisors regarding their specific responsibilities as they relate to employees enrolled in the Program.
- Provide career counseling and guidance to all employees using DGS' career paths and other resources.
- Prepare and forward data to the EEO Office (lead entity) for the completion of DGS' Annual Workforce Analysis Report.

5%

MARGINAL FUNCTIONS

In order to assist DGS Administrative Services Division or Office of Human Resources in meeting responsibilities, goals and/or objectives in other operational areas:

- Provide facilitation and performance consulting services to management and staff to assist with process improvements, organizational efficiencies, and/or other problems, issues or conflicts affecting the performance of a program, process or team.
- Provide support for DGS' workforce and succession planning program including but not limited to workforce data and gap analyses, employee retention activities, and strategic and operational action plans.
- Serve as backup webmaster for DGS University, posting and managing web content for the purpose of disseminating professional and personal development opportunities and information.
- Initiate and coordinate the procurement of training services and materials, including developing the scope of work for complex contracted training programs.
- Other duties appropriate for the position/classification.

KNOWLEDGE AND ABILITIES

The incumbent must be knowledgeable of the principles, practices and trends of public and business administration; management and supportive staff services such as budgeting, personnel and management analysis; government functions and organization.

The incumbent must be able to reason logically and creatively, and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both

orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; and coordinate the work of others.

DESIRABLE QUALIFICATIONS

- Experience delivering relevant and effective training presentations to employees using various equipment.
- Experience identifying and procuring training services to meet identified training needs.
- Experience in developing and designing course curriculum.
- Effective and proficient use of computer software programs, especially Microsoft Word, PowerPoint, Excel, Live Meeting.
- Experience in counseling and facilitating groups.
- Knowledge of DGS' Vision, Mission and Core Values and practical experience applying them to the work environment.
- Ability to effectively use training resources and equipment.
- Familiarity with pertinent laws, rules, regulations, departmental directives and labor contract provisions, etc. regarding mandated and discretionary training.
- Ability to plan, organize, conduct and evaluate training programs; and analyze data and situations accurately and adopt an effective course of action.
- Follow written and oral directions; demonstrate good work habits, dependability and punctuality.
- Ability to effectively multitask, adapt to changes in priorities, and complete tasks with short notice; coordinate multiple assignments with concurrent due dates; and recognize potential project-related problems with personnel, fiscal resources, or scheduling and either take or recommend corrective action.
- Ability to manage and resolve conflicts and disagreements in a positive and constructive manner to minimize negative impact.

WORK ENVIRONMENT

- 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.
- 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.
- 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.

PHYSICAL AND MENTAL ABILITIES

- 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;
- Adapt and be flexible to changing work priorities that could affect the scheduling or completion of assignments; complete tasks or projects with short notice.
- Develop and maintain cooperative, collaborative working relationships with staff as well as other departmental employees
- 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, yet remain optimistic and persistent, even under adversity.

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

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

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 balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE