

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Government Program Analyst	LDO/Training, e-Learning, and Administration Branch	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
e-Learning Developer/Training Consultant	702-015-5393-924	12/1/2014

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

**GENERAL STATEMENT:**

Under the direction of the Training, e-Learning, and Administration Branch Chief (TO II), the incumbent will consult with managers and supervisors to identify training needs; provide creative solutions to address individual and department-wide training issues; and provide training services that will continuously enhance the skills and abilities of the Department's employees in the most cost-effective and efficient methods, which includes, but is not limited to, e-Learning development and classroom training delivery.

**TYPICAL DUTIES:**

Percentage	Job Description
Essential (E)/Marginal (M) <sup>1</sup>	
50% E	Design, develop, and implement competency-based, interactive e-Learning solutions which includes, but is not limited to: collaborating with subject matter experts or others to identify training needs and develop course objectives; identifying instructional design strategies to address performance-based training problems, using computer applications to develop instructional programs and content, which may include presentations, online courses, webinars, or teleconferences, using computer applications such as Articulate Storyline and Studio '09, Adobe Captivate, Premiere, and Connect, and Drupal; evaluating a program's effectiveness to determine where improvement may be required and making revisions as needed; and creating technical documentation to support e-Learning processes and functionality.
30% E	Design, develop, and deliver, classroom training designed to meet the identified statewide department training needs, which includes, but is not limited to: collaborating with subject matter experts or others to identify training needs and develop course objectives; identifying instructional design strategies to address performance-based training problems, using computer applications to develop instructional materials, which may include instructor guides, participant workbooks, and PowerPoint presentations; and evaluating a program's effectiveness to determine where improvement may be required and making revisions as needed.
20% M	Perform additional duties as assigned that support Learning and Development Office's (LDO) statewide training initiatives, which includes, but is not limited to: performing administrative tasks; developing presentations, reports, and correspondence; photography and videography.

<sup>1</sup>ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

**SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS**

This position does not supervise others but may act in a lead capacity; may also lead special training projects or task forces.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

Knowledge of contemporary training principles, techniques, and methods which includes, but is not limited to: adult learning; instructional systems design, e-Learning development and trends; classroom training delivery; effective training and presentations; computer-based technology, training evaluation, and effective visual and written communication.

Ability to develop, coordinate, and evaluate training programs; propose and develop effective e-Learning solutions; develop and deliver classroom training; identify training issues; research training resources; analyze training data, and communicate and facilitate effectively; possess excellent customer service skills, complete projects in a timely manner using effective project management skills; set priorities; meet critical deadlines, and manage e-Learning files.

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Knowledge of graphic design principles and techniques, that include, but are not limited to: elements of design such as: line, shape, texture, space, size, value, and color; principles of design such as: balance/symmetry, rhythm/repetition, emphasis, unity, movement, and proportion/scale; page layout, color theory, and typography; principles of graphic tools and equipment; graphic design software applications; procedures for creating traditional and/or electronic files for output for single and multicolor publication.

Ability to communicate visually; use the elements of design to create page layout; perform image editing; apply color theory and typography; apply creativity in the preparation of art work; learn and apply new software; produce freehand drawing and color illustration; and maintain graphic and publication project files.

Knowledge of web design principles and techniques that include, but are not limited to: HTML coding, web page design and development, current standards and trends of web-based content delivery.

Ability to manage websites; edit web pages; stay current on web design trends; troubleshoot technical issues; communicate effectively with IT staff; and maintain web project files.

Personal characteristics include strong written and verbal communication skills, professionalism, motivation, visual acuity, and creative and technical ability. Membership in industry professional organizations is encouraged.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Improper recommendations or decisions may have the following consequences: negatively impact the Learning and Development Office's mission to provide "effective and sustainable training methods to develop a highly-skilled, professional, and ethical workforce"; misuse of training resources; inappropriate or inadequate training for employees to perform their jobs; and not providing quality customer service.

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### PUBLIC AND INTERNAL CONTACTS

May work with internal contacts at all levels, including rank and file employees, supervisors and senior executives, for a variety of reasons including: discuss course offerings, manage programs; and identify training needs and possible solutions. Also may include external contacts with training consultants, external agencies, and experts in the professional or technical areas on training and development issues. These contacts will be verbal or written, as needed, to perform assignments.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

May be required to sit for moderate period of time using a keyboard and computer monitor; move training equipment, materials, and supplies; and stand for long periods of time while conducting training classes. Must be able to multi-task; adapt to changes in priorities; complete tasks or projects with short notice; sustain mental activity needed for curriculum design and development and other training-related analytical work; and understand the alignment between the LDO's mission and vision and the Department's mission, vision, goals, and values. Must be able to deliver training independently or with a co-trainer, based upon the office need, while using pre-existing or new curriculum. Must be open to change and new information; adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively collaborate, develop, and maintain positive and cooperative working relationships with co-workers, and others; consider and respond appropriately to the needs, feelings, and capabilities of different people in different situations; recognize emotionally charged issues or problems and acknowledge the various responses; be tactful and treat others with respect.

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### WORK ENVIRONMENT

Employee will typically work in a climate-controlled environment and under artificial lighting. Overtime may be required when delivering training, and travelling to and from a training site. Some travelling in state will be required.

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I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

DATE

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I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE