

POSITION DUTY STATEMENT

PM-0924 (REV 9/2013)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Associate Governmental Program Analyst	Administration/Organizational Effectiveness/Training Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
District Training Officer	911-007-5393-	03/01/2014

As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team as well as those we serve.

GENERAL STATEMENT:

Under direction of the Employee Development and Training Manager (SSM I), the incumbent will consult with Managers, Supervisors and Division Training Coordinators (DTCs) 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. This position requires a customer service focus and strong interpersonal skills in person and on the phone. This position also requires initiation and the ability to set priorities and meet deadlines.

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	Incumbent will research, analyze, and schedule classes, instructors, facilitators, speakers, and panels, as well as deliver course instruction for mandated and soft-skill training. Duties include evaluation of training courses, programs, and instructors to measure effectiveness and provide recommendation for continuous improvement; conducting Training for Trainer's courses and other statewide training programs; analyzing course and program evaluation results to determine next steps, and provide recommendations for continuous improvement. Incumbent will revise existing training programs and materials and is expected to teach the course material. Incumbent will be responsible for administering a variety of internal and external computer based and/or independent training programs, and for administering existing programs and developing new programs to support succession planning and On-the-Job training.
50% E	

Incumbent will be required to identify and resolve training issues and provide options and alternatives that may include the development of cost effective training programs to meet identified needs. This involves: collaborating with customers to identify training needs; writing course curriculum to include course objectives, lesson plans, workbooks, job aids, handouts, and all related instructional material; developing course delivery methods; creating, distributing, collecting and analyzing participant evaluations; identifying effective training resources/methods such as classroom training, blended course work, computer/web based training, and use of internal or external consultants, etc...

Incumbent will be required to coordinate the needs of instructors and facilitators, including set-up and tear-down of classrooms, which includes moving furniture to meet configuration needs, checking equipment, distributing materials, handouts, notebooks, and supplies.

ADA

For individuals with sensory disabilities, this document is available in alternate formats. For information, call (916) 654-6410, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

POSITION DUTY STATEMENT

PM-0924 (REV 09/2013)

- 30% E Incumbent will act as the budget administrator for the Employee Development and Training Office. This includes contracts, CalCard, accounts payable, tracking of expenditures and allocations, etc...
- Incumbent will establish and maintain contact with other Districts and partners to share training opportunities. Additionally, incumbent will conduct an annual training and development needs assessment, and develop the District's Annual Training Plan by distributing personalized training templates, compiling and analyzing the results to determine District training needs, and prioritizing those needs based on resource available.
- 15% E Utilizing the Learning Management System (LMS), the incumbent will act as Course Administrator to establish courses in the course catalog; will also act as Session Administrator on occasion to develop rosters, track course session processes and ultimately capture inter-divisional training for District 11. Incumbent will act as liaison between the DTCs and the Business Analysts for LMS, and will provide customer service to the DTCs and others to ensure efficient and effective use of their time through the process.
- 5% M Incumbent will work in conjunction with the Employee Development and Training Office staff to provide guidance with regard to training services and customer support provided to the DTCs and District staff. This includes assisting with processes of the LMS, training guidelines and procedures, and the duties that have been assigned to the training staff. Incumbent will participate on or with specialized task forces that will involve analysis (completed staff work) preparation of reports and presentations to the Directorate, Managers, Supervisors, Training Officers/Coordinators, and internal and external customers. Incumbent should have knowledge of Audio Visual equipment used by the Training office. Duties will also include performing other training activities, including acting as a back-up to all the training functions as needed and other duties as assigned.

¹ESSENTIAL 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; he/she may act in a lead capacity to the Training department staff and to other employees (DTC's) at the discretion of the Employee Development and Training Manager.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Incumbent must possess knowledge of training principles, techniques, and methods, including adult learning; organizational and individual needs assessment; effective training and presentations; effective communications; coaching; group dynamics; contract management; and organization development. He/she must have the ability to develop, conduct, coordinate, and evaluate training programs; analyze training data accurately (i.e. program evaluations, training trends and practices, training methodology, etc...) and adopt an effective course of action; identify training issues; research training resources; communicate and facilitate effectively; and possess excellent customer service skills. Knowledge and skills in computer-based technology are required.

Considerable technical knowledge and experience are required to perform satisfactorily and act independently. This includes knowledge of the Department and District organization (functional expertise, products and services of each District 11 Division), policies and procedures; Federal and State laws and regulations; concepts and terminology relating to transportation. Incumbent is expected to analyze problems, develop appropriate solutions; recommend effective courses of action; and evaluate proposals. The work is technical and requires experience and expertise. Judgment and the ability to analyze situations and work methods are required.

The duties require strong organizational and analytical skills with an emphasis on planning and coordination through verbal and written communications. This includes writing curriculum, administering programs/courses, facilitating meetings, monitoring deadlines, and interacting with the public, local agencies, Department staff and various training organizations. Products to be developed are lesson plans, work-books, white papers, evaluations, course outlines, work plans, reports, time-schedules, budgets, participation notices, spreadsheets, course documentation, formatted materials, presentation aids and a variety of analytical derivatives.

POSITION DUTY STATEMENT

PM-0924 (REV 09/2013)

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Incumbent must be able to make sound decisions and take independent action. Poor or improper decisions, recommendations or inefficiency may result in poor internal and external relations, loss of time and/or training resources, and inappropriate or inadequate training for employees to perform their jobs; the State's reputation could be adversely affected if dates are missed, and if rooms, materials and equipment are not available when needed. Poor customer service can have an enormous impact, not only on the Training Department, but also on the Department as a whole. Poor contract management can result in the loss of training funds again impacting the Department.

PUBLIC AND INTERNAL CONTACTS

This position requires frequent contact and the ability to develop a good rapport with Managers and Supervisors at all levels, District employees, and DTCs, as well as external contacts with training consultants, external agencies, and experts in the professional or technical areas on training and development issues.

Incumbent is required to work with members of several internal departments almost daily, and is expected to provide periodic updates to District management. The position will require astute diplomatic skills as public contact may involve working with local agencies, educational establishments, vendors, the public, and various professionals to facilitate the learning and development of Caltrans staff.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Incumbent must be open to change and new information; be able to adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; have the ability to multi-task; complete tasks or projects with short notice; be able to collaborate, develop and maintain strong working relationships. Incumbent should have thorough knowledge of ergonomic practices.

Physical demands may include sitting, walking/walking on uneven ground, standing, bending (neck), bending (waist), stooping, squatting, kneeling, twisting at the neck and waist, operating motorized vehicles, repetitive use of hands and fine manipulations (keyboarding/mouse), simple and power grasping, pushing and pulling, reaching above and at shoulder, raising or lowering an object from one level to another, climbing ascending or descending stairs, step ladders, in and out of vehicles. Operating controls which include but are not limited to buttons, knobs, pedals, levers and cranks. Occasionally lifting and/or carrying up to 50 pounds, rare but occasional exposure to dust and changes in temperature.

The incumbent will be required to look for creative, interesting and fun ways of meeting training needs or encouraging involvement in activities and new forms of media for learning.

WORK ENVIRONMENT

Employee will work in a climate-controlled environment and under artificial lighting; sit for moderate periods using a keyboard and computer monitor; move training equipment; stand for long periods while conducting training classes or facilitate sessions; travel throughout the State, as necessary. The incumbent is expected to occasionally travel to off-site for meetings and trainings.

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.)

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

POSITION DUTY STATEMENT

PM-0924 (REV 09/2013)

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

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE
