# DUTY STATEMENT

## **Classification:** Training Officer I (TO I)

## **Job Title:** Training Officer

## **Employee Name:** Vacant

## **Position Number:** 813-005-5197-006

## **FLSA Status:** WWG 2

## **Location:** Central Office - Sacramento

## **Division:** Administrative Services Division

## **Branch/Unit:** Human Resources Branch (HRB) Staff Development Unit (SDU)**Primary Assignment:** Training

# JOB OBJECTIVES:

Under the general direction of the Training Officer II, SOU Manager, the TO I plans, organizes, develops and coordinates work-related trainings and development programs for the Department of Rehabilitation (DOR) to improve employee skills and organization performance.

The TO I is committed to providing quality training service that is accurate, timely, and meet customers’ expectations.

# ESSENTIAL JOB FUNCTIONS:

## **35% Training Development and Coordination**

Administer specific training programs to help DOR employees maintain or improve job skills and knowledge. Plan trainings from start to finish including schedule training dates and locations, establish learning objectives, notify and enroll individuals in upcoming classes, create training content, and assess projected budget for training needs. Obtain, organize, and/or develop procedure manuals, guides, or course materials, such as handouts or visual materials. Evaluate course materials to ensure it is delivered clearly, succinctly, and is consistent with participant's classification and level of experience. Prepare materials for review, conduct mock presentations to address any technical issues, speaking flaws, and nuances of the presentation to ensure a polished and professional delivery. Utilize Distance Learning technology including Video Conferencing, Blackboard Learning Management System (LMS), Zoom, MS Teams, and Teleconference equipment to deliver and track trainings. Present information with a variety of instructional techniques or formats, such as role playing, simulations, team exercises, group discussions, videos, or lectures. Respond effectively to questions received by training participants during and after the training. Provide all participants course evaluation instruments to measure training effectiveness. Keep up with industry trends by attending workshops, reading current journals, books, or articles, and networking with others.

## **20% Build Partnerships and Consult Advisory Workgroups**

Identify partnership opportunities with other DOR employees to develop future trainings. Serve as lead facilitator of training workgroups of DOR SMEs and stakeholders to develop and deliver effective and relevant in-service training. Participate and communicate in ongoing critiques of training materials with the course consultants and SDU Manager.

## **15% LMS Administration**

Build and maintain courses in the Blackboard LMS. Configure course components to align with the unique needs of each training including but not limited to adding course links, creating interactive quizzes, creating acknowledge opportunities, and uploading course materials. Enroll/register/withdraw learners into courses. Manage rosters. Educate users on how to navigate the LMS to improve adoption.

## **10% Training Evaluation**

 Monitor, evaluate, or record training activities or program negativeness. Evaluate modes of training delivery, such as in-person or virtual, to optimize training effectiveness, training costs, or environmental impacts. Analyze participant training evaluations and modify training as appropriate if expected outcomes are not seen. Evaluate training materials prepared by DOR subject matter experts (SMEs), such as outlines, text, or handouts.

## **10% Training Needs Assessment**

Assess training needs through surveys, interviews with employees, focus groups, or consultation with management. Consult with management to identify and rectify areas of deficiencies.

# MARGINAL JOB FUNCTIONS:

## **5% Reasonable Accommodation Requests**

Evaluate and ensure reasonable accommodation requests, including ASL interpreters and captioning services, from individuals attending training are made in accordance with the law. Set-up accessible classroom (tables, chairs, and other equipment) and distribute ADA-compliant course materials prior to commencement of courses.

## **5% Miscellaneous Duties**

Perform other job-related duties which can include but are not limited to special projects related to the Staff Development Unit’s training functions, shared box coverage, and coordination of meetings.

# ALL TIMES:

## Communicate effectively in a professional, tactful, respectful manner with individuals from varied experiences, perspectives and backgrounds, by telephone, email and other technologies as well as in-person; provide excellent customer service to both internal and external customers; ensure the timely completion of assignments; attempt to resolve individual concern at the lowest possible level; offer other dispute resolution options and elevate to next level if needed; use initiative, problem solving skills, organizational skills, good judgment, and resourcefulness.

## Note: It is the policy of the Department of Rehabilitation to provide equal employment opportunity to all employees and applicants; that employees have the right to work in an environment free from discrimination; that consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

## I have read, understand, and agree to perform the above listed duties and all duties typically performed by this classification. I certify that I possess the essential personal qualifications and will perform these duties with integrity, initiative, dependability, good judgment, and will work cooperatively with others-when performing the assigned duties as described above.

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## **Employee Signature Date**

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## **Supervisor Signature Date**

Original: Employee's Official Personnel File Copies: Employee and Supervisor's drop file