



HOW WILL YOU SPEND YOUR FUTURE?

PROPOSED

CURRENT

## DUTY STATEMENT

|                                       |
|---------------------------------------|
| <b>EFFECTIVE DATE</b><br>June 1, 2020 |
|---------------------------------------|

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|---|---|
| <b>BRANCH</b><br>Administrative Services                  | <b>POSITION NUMBER</b> (Agency – Unit – Class – Serial)<br>815 - 261 - 4800 - XXX |
| <b>DIVISION/UNIT</b><br>Human Resources/Training Services | <b>CLASS TITLE</b><br>Staff Services Manager I (Supervisory)                      |
| <b>INCUMBENT NAME</b><br>Vacant                           | <b>WORKING TITLE</b><br>Learning Programs Supervisor                              |

CalSTRS is dedicated to securing the financial future and sustaining the trust of California’s educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.

Under the direction of the CalSTRS Learning and Development Manager, Staff Services Manager II, the Staff Services Manager I (Supervisory) over Learning Design and Delivery provides an enterprise-wide, centralized system of appropriate and quality employee development and training. The SSM I provides leadership and consultation on learning and skill development activities throughout the organization, working collaboratively with CalSTRS leadership team, branches and programs.

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|------------------------------------|--|
| <b>% of time performing duties</b> | 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. |
|------------------------------------|--|

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|-----|---|
| 35% | <p><b>ESSENTIAL FUNCTIONS</b></p> <p>Manage the development and delivery of cross-functional training to CalSTRS employees. Gather, document and update internal customer requirements to determine training delivery methods and priority. Ensure that the training needs assessment/development/delivery system is dynamic and continuously improved. Benchmark best-in-class operations of a variety of industries. Supervise a catalogued repository for training, making curriculum and tools available for future reference and use. Supervise integration and use of an automated learning management system through discovery and implementation. Participate in recruitment and selection of training staff, exercise team leadership and promote staff development. Evaluate and report the status and success of training efforts. Develop and oversee the roll-out of effective marketing plans for the CalSTRS training program. Manage consultant contracts for Training Services. Develop, document and update procedures as needed. Establish and maintain internal controls.</p> |
| 30% | <p>Supervise staff to ensure that training delivery is effective and rolled out timely. Maintain training records. Ensure training logistics are appropriately managed, including advertisement, student enrollment, training site equipment, materials production and class delivery using highly successful and efficient training methods. Ensure that every trainer participates in a thorough Training for Trainers series. May personally deliver curriculum, specifically supervision and leadership training. Observe classroom training presented by State employees and contractors on a regular basis and provides feedback to trainers. Ensure that a peer review process is in place. Hire contract trainers when appropriate. Oversee the manager academy and 80-hour supervisor training for new supervisors.</p>  |
| 20% | <p>Undertake and oversee training consultation throughout the organization. Work with training staff to build partnerships with business areas through regularly scheduled consultations to identify top priority training needs, alternative solutions and resources offered by HR/OD. Establish and maintain an environment that is collaborative in nature and seeks to understand the cross-functional needs of the organization. Consult with local training coordinators to effectively estimate training costs and conduct post-attendance evaluations.</p>  |
| 10% | <p>Undertake and oversee the Training Needs Assessment process. Work with training staff to ensure that the data gathered is reliable, collected in the most appropriate way for the purpose and accurately reflects the needs of the internal customers. Provide staff with the necessary tools and learning experiences to ensure that training needs assessment methods and implementation skills are current. Collaborate with the Survey, Research and Analysis program area to collect and compare data where appropriate. Coordinates with Personnel Services staff to validate conclusions and expand upon data collected.</p>  |
| 5%  | <p><b>MARGINAL FUNCTIONS</b></p> <p>Represent Human Resources through participation and contribution to organization-wide initiatives and teams. Establishes collaboration opportunities. Create and maintain positive partnerships across the organization and with outside organizations.</p>   |

**COMPETENCIES**

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS’ core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position’s CalSTRS class competencies:

- Change Leadership
- Conflict Management
- Decision Making
- Empowering Others
- Ethics and Integrity
- Managing Work
- Planning and Organizing
- Risk Management
- Team Leadership/Developing Others
- Vision and Strategic Thinking

**CONDUCT AND ATTENDANCE EXPECTATIONS**

- Interact successfully in a team environment
- Communicate successfully in a diverse community
- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Interact with individuals in a tactful, congenial, and personable manner

**WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB**

- Prolonged periods of standing, bending, sitting and kneeling
- Work in a high-rise building in an open-space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Must be able to function rationally, coolly and deliberately under pressure-filled situations in order to reach the best solution

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS’ policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

**To be reviewed and signed by the supervisor and employee:**

**SUPERVISOR’S STATEMENT:**

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR’S NAME (Print)

SUPERVISOR’S SIGNATURE

DATE SIGNED

**EMPLOYEE’S STATEMENT:**

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE’S NAME (Print)

EMPLOYEE’S SIGNATURE

DATE SIGNED