



Duty Statement

Classification: **Office Technician (Typing)**

JC-297628

Position Number: **275-330-1139-025**

HCM#: **1226**

Branch/Section: **Operations & Technology/ Talent Engagement and Development Section**

Location: **Sacramento, CA**

Telework: Office-centered

Working Title: **Training Registrar**

Effective Date:

Collective Bargaining Identifier (CBID): **R04**

Supervision Exercised: ☐ Yes ☒ No

Under delegation from the Department of Personnel Administration (DPA), the State Personnel Board (SPB), and the State Controller's Office (SCO), the Human Resources Division (HRSD) is responsible for the classification, progressive discipline, recruitment and selection, personnel transactions, worker's compensation, employee relations, and reasonable accommodation functions.

Under general direction of the Staff Services Manager I, Learning Technology & Design Unit, the Training Registrar works effectively in a team setting to provide administrative support services to training and development professionals, and other support for CalPERS training operations.

Essential Functions

45% Utilize various systems to process external training requests including but not limited to GoLearn - the CalPERS Learning Management System, and PeopleSoft Human Capital Management (HCM)/Financial Modules. Coordinate training registration via vendor websites, telephone, email, or mail. Respond to requests from Learning and Development team, managers, Division Training Coordinators (DTCs), and employees to confirm enrollment status and process necessary enrollment changes. Coordinate payment process with Fiscal Services Division and the responsible Division and/or DTC in accordance with CalPERS and State contract and procurement rules. Utilize GoLearn and PeopleSoft Financials to input and extract employee training data, generate reports, maintain training files, and reconcile training invoices to ensure proper payment is applied for training services.

20% Serve as primary clerical support to the Enterprise Learning & Technology team. Serve as DTC for HRSD. Lead responsible for monitoring various training related resource mailboxes.

Independently communicate with internal customers to provide appropriate training process and policy information. Respond timely to customer requests regarding CalPERS training opportunities and policies; forward sensitive or complex issues to appropriate manager or staff for assistance/resolution; assess information, provide solutions and respond to customer via phone or in writing via email. Primary lead responsible for coordinating quarterly DTC meetings including develop the agenda, creating room reservation, sending meeting notices, and maintaining the DTC distribution list in Outlook and SharePoint.

Utilizing GoLearn, this position manages all Instructor-led courses and classes to ensure delivered classes are closed and credit has been granted to learners. Enters external training class participation information to create student transcripts. Updates training room calendars to ensure schedules are current and accurate; elevates potential conflicts to management's attention. Secures training facilities as needed upon request from management and team members. Collect, develop, and send monthly marketing for scheduled training

opportunities. Train and coach other DTCs on how to use GoLearn and produce reports. Manage training/office supplies and materials and coordinates orders upon request. Input, accurately track, and extract all current and historical training and budget information and initiates reports for management and other uses. When required, may provide overview of GoLearn to CalPERS team members as needed. Responds to Ad Hoc GoLearn report requests.

- 15% Provide clerical support for the Talent Engagement & Development Section leadership team. Use GoLearn, Word, Excel, and Outlook to revise, format, and proof documents. Gather information and provides summaries. Copy and distributes documents. Coordinate meetings and travel as needed.
- 10% Serves as primary customer support to the CalPERS Learning Center to ensure email requests for library resources are served timely. Provides support and assistance to ensure accurate inventory of assets. Facilitates requests for service and/or surveying out broken and/or outdated equipment and supplies. Perform annual Learning Center Database audit, reconciliation, and clean-up as needed.

Marginal Functions

- 5% Coordinate development and/or periodic review of desk procedures for above functions to ensure duties are well documented for knowledge transfer. Must apply CalPERS policy and procedure best practices, templates, and tools to develop and update procedures.
- 5% May assist with projects assigned to the HRSD, Talent Management & Engagement Section, and Enterprise Learning teams. Provide support for various training and education outreach events. Provide staffing assistance to the HRSD public counter as needed. Receives and directs incoming customers and telephone calls and refers to the appropriate HRSD contact.

Knowledge and Abilities

Knowledge of: Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

Ability to: Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; communicate effectively; provide functional guidance.

Desirable Qualifications

Knowledge of:

- Various office methods
- Learning Management Systems used for training deployment and tracking
- SharePoint administrative functionality to manage web content

Skill in:

- Effectively accomplish daily tasks using Microsoft Outlook, Word, and Excel
- Utilizing PeopleSoft Financials systems to perform invoice payment
- Interact tactfully and diplomatically with a variety of audiences, including frustrated, angry, or otherwise emotional individuals
- Providing excellent customer service

Ability to:

- Use computers, copiers, scanners, and various other office equipment
- Learn new automation, systems, and software to perform tasks
- Organize and prioritize workload
- Manage multiple tasks and meet identified deadlines
- Exercise initiative and flexibility
- Reason well and use good judgment
- Work independently and to effectively collaborate with others

Working Conditions

- This position is designated as Office-Centric, meaning the incumbent is expected to work in the office a minimum of three days a week, and is allowed to telework up to two days per week, at an agreed upon telework location.
- Occasional daytime offsite travel within the downtown Sacramento area.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance
- Ability to demonstrate punctuality, initiative, and dependability
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance)
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name: Khadija Ahmad

Employee Signature: _____

Date:

I certify that the above accurately represent the duties of the position.

Supervisor Signature: _____

Date: