

**DEPARTMENT OF JUSTICE
DIVISION OF OPERATIONS
OFFICE OF PROFESSIONAL DEVELOPMENT
DUTY STATEMENT**

NAME: Vacant

POSITION NUMBER: 420-090-4800-003

JOB TITLE: OPD Training Manager (Staff Services Manager I)

STATEMENT OF DUTIES: This position is responsible for conducting, overseeing, and directing staff on the department's statewide training and staff development program. Under the general direction of the Office of Professional Development (OPD) Director, the Staff Services Manager I (SSM I) supervises analysts, trainers and has oversight responsibility for staff providing training classes, desktop application help desk operation, class scheduling, team projects, department-wide special projects, and personnel issues. The SSM I will be part of a team of managers that will deliver leadership level courses to supervisors and managers. The incumbent will promote and be accountable for customer satisfaction and quality service; and will initiate or recommend changes that promote innovative solutions to meet departmental and customer needs.

SUPERVISION RECEIVED: Reports directly to the OPD Director (SSM II).

SUPERVISION EXERCISED: Directly supervises a team comprised of Training Officers I located in the Sacramento and/or Los Angeles Attorney General's Offices.

TYPICAL WORKING CONDITIONS: Office in a high-rise, smoke-free building. Some travel may be required.

ESSENTIAL FUNCTIONS

30% In order to meet program goals and objectives, oversees and coordinates the daily operations of a Training team by providing direction, guidance, and leadership to staff, in accordance with DOJ policies, procedures and processes for personnel management:

- Assists in the development, recommendation, and implementation of short- and long-term organizational goals, objectives, policies, and operating procedures; monitors and evaluates operational effectiveness and makes recommendations for changes required for improvement.
- Responsible for ongoing strategic planning resulting in the evaluation and implementation of continuous process improvement.
- Communicates to staff the program goals, objectives and expectations for the team.
- Assigns and tracks workload to subordinate staff and provides comprehensive expectations on assignments, tasks and desired outcomes.
- Provides on-the-job training, information on methods, priorities and deadlines, and approves formal training necessary to perform tasks effectively.
- Assigns projects, reviews for accuracy and completeness, and confers on all aspects of the training and development process.
- Trains and counsels staff on proper personnel management policies and procedures and consistency in application of civil service laws and rules.
- Evaluates progress towards successful completion of assignments or projects by assessing available resources and time constraints. As necessary, obtains additional resources and/or negotiates changes in established timeframes.
- Reviews proposed legislation to determine impact on the operation of the office or the department and provides recommendations on the process for implementing passed legislation.
- Provides weekly updates/status reports to the OPD Director regarding the progress of projects, tasks and teams.
- Performs research, analyzes current practices, and develops/recommends more effective and efficient methods of training.

25% In order to develop and enhance Emerging Leader and Leadership Programs, the incumbent will:

- Design and deliver course curriculum to fulfill Government Code § 19995.4 requirements for newly appointed leaders and ongoing leadership training. Incumbent will hold discussions with managers, supervisors and employees to determine departmental and program needs.
- Promote courses by leading the team in developing brochures, sending emails and utilizing other communication vehicles to heighten awareness and involvement.

- Lead the team in developing and conducting courses for the Emerging Leader program using varied training techniques to increase employee interest and participation.
- Analyze course evaluations to assess effectiveness and recommend opportunities for course improvements and additional training courses by reviewing responses to each topic, looking for issues and concerns that are identified by students and discussing concerns with the OPD Management Team and their staff.
- Work with the OPD Management Team to collaborate with subject matter experts and DOJ leadership on developing and presenting courses on specific departmental needs.

25% In order to ensure program-specific training programs are in place to fulfill DOJ’s training and development needs, the incumbent will:

- Accompany the OPD Director to meetings with Executive and division management to discuss and determine needs that are not addressed by general training.
- Identify skills and competencies necessary for program success, not addressed by general training.
- Identify training options to meet program needs.
- Develop or identify tools and processes to evaluate and measure program effectiveness.

15% In order to establish and maintain effective communication channels and to represent the OPD on current training and development issues, the incumbent will:

- Work cooperatively with program areas, including management and Training Coordinators in the review and development of procedures and processes relating to staff training and development, including tracking of training courses.
- Establish and maintain cooperative relationships within the department and with other state agencies through presentations, forums, meetings and other forms of communications.
- Represent the department at meetings and conferences.
- Act as a member of the OPD Management Team, participating in policy making at the office and department level and be accessible and open to input and recommendations on service improvement.

5% In order to maintain an accurate reporting to the State Controller’s Office (SCO) for issuance of correct payroll warrants of subordinate staff’s time through the use of the JUS-634 in accordance with DOJ policies and guidelines, MOU provisions, and CalHR or SPB laws and rules, the incumbent will:

- Grant or deny subordinate staff requests for time off or requests to work overtime.
- Ensure subordinate staff has sufficient leave credits available for the leave requested.
- Approve JUS-634s for subordinate staff on dock or AWOL on or before the designated State Controller’s Office (SCO) semi-monthly or monthly payroll cut-off date. This is to ensure the correct issuance of a SCO warrant for payday.
- Approve or disapprove JUS-634s for subordinate staff within three working days after the completion of the pay period. This is to ensure the correct issuance of a SCO warrant that is returned to SCO for late dock, issuance of correct overtime pay due to an employee.

I have read and understand the essential functions and typical physical demands required of this job, and I am able to perform the essential functions with or without reasonable accommodation. (Refer to the Essential Functions Health Questionnaire, STD. 910.)

Employee Signature Date

Supervisor Signature Date

10/2018