

DUTY STATEMENT

ASD 046 (REV. 7/2019)

CURRENT

PROPOSED

CURRENT & PROPOSED

| |
|---------------------------|
| Revision Date: 12/19/2019 |
|---------------------------|

| | | |
|---|---|---------------------------|
| 1. POSITION INFORMATION | | |
| A. Position Number: | B. Classification Title: | C. CBID: |
| 817-261-5393-MUL | Associate Governmental Program Analyst | R01 |
| D. Division: | E. Branch/Section/Unit: | F. WWG: |
| Child Support Services | Statewide Training/Training Delivery | 2 |
| G. Working Title: | H. Employee Name: | I. Effective Date: |
| Classroom Trainer | | |
| 2. POSITION REQUIREMENTS | | |
| A. Special Requirements: <i>Check All That Apply</i> | | |
| <input checked="" type="checkbox"/> Physical Requirements (Attach HSS 465-A) <input checked="" type="checkbox"/> Background Check Requirements <input type="checkbox"/> Bilingual Fluency (Non-English Language) – Specify Below <input type="checkbox"/> Other – Specify Below | | |
| B. Special Requirements Description, as applicable: | | |
| C. Conflict of Interest Required (Gov. Code 37300, et seq.)? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment. | | |
| 3. SUPERVISION | | |
| Supervision Received: | | |
| Incumbent reports directly to the Staff Services Manager I of the Training Delivery Unit. | | |
| 4. DUTIES AND RESPONSIBILITIES OF THE POSITION | | |
| CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS | | |
| This position requires the incumbent maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures. | | |
| GENERAL STATEMENT | | |
| Under direction of the Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) performs a variety of full journey level technical activities requiring independent, responsible, and complex analytical work on the Child Support Enforcement (CSE) system, Department of Child Support Services (DCSS) Statewide Training Program activities, and other related systems, as well as effective and respectful communication, completed staff work, demonstrated teamwork, and the consistent meeting of deadlines in the Training Delivery Unit, Statewide Training Section, Statewide Training Branch, within the Child Support Services Division. | | |
| A. Percentage of Time Performing Duties | B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%). | |
| ESSENTIAL FUNCTIONS | | |

| | |
|--|---|
| IT Domain: <i>Check All That Apply</i> | FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY <input type="checkbox"/> Business Technology Mgmt. <input type="checkbox"/> Client Services <input type="checkbox"/> Software Engineering <input type="checkbox"/> Information Security <input type="checkbox"/> IT Project Mgmt. <input type="checkbox"/> System Engineering |
| <p style="text-align: center;">35%</p> | <p>Develops and delivers instructor led classroom training for the Child Support Program and systems related content for internal and external customers, including; but not limited to: DCSS, Local Child Support Agencies (LCSAs), Family Law Court staff, DCSS management, and relevant stakeholders to ensure they can carry out their duties and responsibilities. Develops and maintains documentation of Child Support Program training protocols, methodologies, and procedures for the purpose of ensuring child support professionals can fulfill their duties. Develops and delivers in-person, online, and/or web-based training that incorporates adult learning theory, effective visual communication, well-written documents, step by step instructions, and CSE Release Assessment training materials to keep statewide child support professionals apprised of CSE systems and form changes. Delivers training for DCSS, LCSAs, and other child support professionals and stakeholders in-person or via webinar/conference calls. Writes, creates, and delivers a variety of interactive classroom trainings such as orientation, training for trainers, and qualified witness trainings.</p> |
| <p style="text-align: center;">30%</p> | <p>Participates in training support activities and in workgroups to analyze and update trainings, stays abreast of latest program and policy changes, compliance, business processes, system related processes and functionality, and determines and meets training needs for stakeholders. Attends planning sessions for CSE system changes to determine training material impacts and updates training delivery when needed.</p> |
| <p style="text-align: center;">20%</p> | <p>Researches and responds to customer inquiries regarding program and training issues (internal and external). Troubleshoots, re-solves, and documents inquiries. Provides timely, thorough, courteous, and responsive customer service.</p> |
| <p style="text-align: center;">10%</p> | <p>Serves as a subject matter expert for creation of or revisions to online Learning Management System content. Participates in video and audio recorded projects and provides answers to program related questions from LCSAs when needed.</p> |
| MARGINAL FUNCTIONS | |
| <p style="text-align: center;">5%</p> | <p>Performs special projects related to Project Management Plan tactics, workgroups, or conference calls such as, federal Office of Child Support Enforcement (OCSE) and/or other state agencies forums. Performs special assignments within CSSD to support Statewide Training Branch, DCSS management, and other branches as needed.</p> |
| 5. WORKING ENVIRONMENT AND CONDITIONS | |
| <p>Two story building with standard office modular work space. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings in designated areas. Requires occasional travel to off-site meeting locations, conferences, or training. The work environment is fast-paced, can be demanding and/or stressful, and requires the incumbent to be flexible, use good time management practices, and effectively identify priorities to complete assignments timely. May require periodic work during non-standard hours and during weekends to meet workload needs.</p> | |
| 6. OTHER RESPONSIBILITIES | |

A. Independence of Action and Consequences:

Incumbent is expected to utilize analytical skills, professional demeanor, positive attitude, good judgement, and great customer service to meet deadlines and produce high quality completed staff work. Failure to do so results in inaccurate information dissemination, lack of trust with stakeholders, ineffective knowledge transfer, poor morale, and delayed training. Faulty analysis, poor judgment, ineffective communication, and inaccurate information may result in delays in providing essential and accurate guidance to LCSAs, cost increases, and damage the credibility of DCSS Statewide Training Branch.

B. Personal Contacts:

Incumbent has frequent communication with LCSAs, other state agencies, OCSE staff, various public and private agencies, and DCSS management and staff, and various stakeholders.

7. ACKNOWLEDGEMENTS

A. Employee’s Acknowledgement: *I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others. I have received a copy of the duty statement.*

I can perform these duties with or without reasonable accommodation:

- Yes
- No

If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will notify the Reasonable Accommodation Coordinator in the Wellness and Safeguards Unit.

Duties of this position are subject to change and may be revised as needed or required.

| | |
|---------------------------------|--|
| Employee’s Name (Print): | |
| Employee’s Signature: | |
| Date: | |

B. Supervisor’s Acknowledgment: *I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.*

| | |
|-----------------------------------|--|
| Supervisor’s Name (Print): | |
| Supervisor’s Signature: | |
| Date: | |