

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

EMPLOYEE NAME: TBD

JOB TITLE: Associate Governmental Program Analyst (AGPA) - Southern California

POSITION NUMBER: 420-090-5393-XXX

STATEMENT OF DUTIES: The Associate Governmental Program Analyst (AGPA) independently instructs and facilitates all desktop and professional development training classes independently, leads curricula development teams, assists with classroom preparation, provides consultative services and offers recommendations on training issues, initiates class management strategies when necessary, uses adult learning principles, provides Help Desk services, assists with videoconferencing, incorporates new technology into training delivery methods appropriately, and participates in ongoing professional development education.

As a full journey-level position, the AGPA performs the more responsible and varied analytical staff work and advises or makes recommendations to Office of Professional Development (OPD) management on special projects related to training. The AGPA is expected to perform duties and interact with colleagues and customers in a professional manner. The AGPA will also work alongside OPD management and fellow team members to successfully meet the business needs of the OPD and Department of Justice (DOJ).

SUPERVISION RECEIVED: Under direction of the Staff Services Manager I, OPD Southern California (SoCal).

SUPERVISION EXERCISED: None

TYPICAL PHYSICAL DEMANDS: Sedentary: uses a personal computer workstation in order to prepare and complete assignments. Conducts training classes for up to eight hours per day and may span several consecutive days. Sets up training classrooms, which may include moving desks, tables and chairs. Sets up and operates laptop computers, projectors, speakers and other audiovisual equipment necessary to deliver training classes. Occasionally lifts/moves boxes weighing up to 20 pounds.

TYPICAL WORKING CONDITIONS: Occupies a cubicle in a smoke-free environment. Travels between various floors and buildings throughout the DOJ. Conduct training in a classroom/conference room environment. Statewide travel and overtime is required. Use of state-owned, rental or personal vehicle may be required.

ESSENTIAL FUNCTIONS

30% In order to provide professional development training opportunities to DOJ employees at all organizational levels, the AGPA will be expected to:

- Instruct and facilitate training on a broad scope and variety of topics, including DOJ supported desktop applications (e.g., Acrobat, Excel, Word, PowerPoint, Outlook, etc.), DOJ orientations, and professional and critical skills classes (e.g., communication, customer service, business writing, leadership, etc.) using adult-learning principles and techniques.
- Ensure completion of logistical tasks for the classes assigned to AGPA. Duties may include, but are not limited to: schedule dates and reserve rooms, prepare presentation material, prepare student handout material, monitor student enrollment, work with program Training Coordinators to schedule students, ensure class reminder emails are sent, ensure training rooms or computer labs are set up appropriately and that all equipment is properly installed, is functioning, and has correct software and/or updates installed, clean up classrooms, perform post-class closeout procedures, assist a DOJ Subject Matter Expert or outside vendor at a training session, etc.
- Maintain and enhance knowledge, skills and abilities by attending professional development training and participating in professional activities provided by training industry associations (e.g., the Association for Talent Development, the California Network of Learning Professionals, Special Interest Groups, etc.).
- Apply adult learning principles to quickly and accurately assess student responsiveness during class instruction and adjust instruction methods to match student skills and abilities.
- Work effectively in a team environment, remain attentive to ideas, recognize responsibilities, and actively participate with others to accomplish assignments and achieve desired goals in a professional manner.
- Develop expertise in synchronous eLearning techniques and best practices and provide instruction via webinar and/or one-on-one to address the needs of outlying offices.
- Utilize a pro-active approach to apply student recruitment strategies based on low enrollment status when needed or requested (e.g., compose and send recruitment emails, contact past students, etc.).

30% In order to provide comprehensive training, tools and guidance necessary to develop or enhance the knowledge and competency level of DOJ employees, the AGPA will be expected to:

- Develop new training classes based on the assessment of DOJ's current and future training needs.
- Demonstrate a high level of independent critical thinking and communication skills by continually researching and analyzing training material and delivery methods to ensure that the most up-to date subject matter information and materials are being

- provided. This will require the AGPA to take ownership and initiative to update outdated curriculum and offer recommendations to the OPD Management team.
- Ensure that materials and processes taught in OPD classes accurately reflect current DOJ policies and procedures.
 - Review and update additional materials to ensure quality, relevancy and improvement of training curriculum, exercises, and handouts.
 - Research, evaluate and make recommendations on training products and delivery methods (e.g., development of new classes, off-the-shelf training, special training requests, course development, and training evaluations and surveys).
 - Develop Total Training Packages (TTPs) used by trainers for in-house developed classes, which contain such items as instructor guides, student handbooks and other handouts, research, and exercises.
 - Ensure course description and objectives are written for the website.
 - Design and test training options and solutions for problems contained in new or existing classes, and make recommendations for the most appropriate action.
 - Write curriculum, conduct beta (pilot) classes when appropriate to evaluate the curricula and materials, and incorporate changes as necessary.
 - Instruct Train-the-Trainer (T4T) sessions for OPD trainers to help them enhance their training delivery skills or knowledge of a particular subject matter.
 - Provide constructive feedback to other OPD trainers on their training effectiveness (via T4Ts, co-teaching, observing classes, curriculum development, etc.) in a positive, professional and diplomatic manner.
 - Analyze and evaluate post-class feedback and recommendations provided by students and management and incorporate those suggestions for improvement into future class offerings as appropriate.
 - Work as part of a team or team lead for curriculum development, specific assignments or projects, as assigned.
 - Make recommendations to OPD management regarding major changes to curricula.
 - Work as part of OPD's eLearning team to research, develop and implement eLearning classes for asynchronous and synchronous learning.
 - Assist in the creation and maintenance of a digital library of training and development.

20% In order to ensure the best possible customer service can be provided, along with utilizing expertise to develop solutions to address development gaps within DOJ, the AGPA will be expected to:

- Participate in workgroups and committees on special training programs and pilot training programs.
- Effectively represent OPD on multi-organizational teams and committees as a leader, member, or facilitator.
- Customize existing OPD class curriculum to meet specific program training needs, which may include meeting with the appropriate program staff to discuss goals and needs and researching available training.

15% In order to provide continued Technical Assistance, Help Desk, and Videoconference support, the AGPA will be expected to:

- Be part of the DOJ Call Center, providing desktop application support and technical assistance (e.g., DOJ-supported desktop applications) to all DOJ employees.
- Analyze the immediate problem, develop possible solutions and make recommendations to resolve the problem.
- Deliver assistance via both telephone and email.
- Log required statistical data (date/time of contact, customer's identifying information, issue and resolution, etc.) on assistance in a timely manner.
- Become an expert in DOJ-supported desktop applications for which OPD provides training in order to provide support and technical assistance to end users.
- Become an expert on DOJ videoconferencing services in order to assist customers with obtaining licenses, scheduling videoconferences, and providing technical assistance during videoconferences to resolve problems.

5% In order to ensure that the administrative aspects of this role are fulfilled, the AGPA will be expected to:

- Participate in regular staff, curriculum review, and project meetings along with providing a written recap of action items when functioning as lead or backup.
- Prepare weekly project status reports and keep his or her Training Manager informed of progress on projects and efforts.
- Provide assistance to other staff as needed.
- Help administer OPD's marketing and outreach efforts.

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's Signature

Date