

**DEPARTMENT OF JUSTICE  
DIVISION OF OPERATIONS  
OFFICE OF PROFESSIONAL DEVELOPMENT  
ASSOCIATE GOVERNMENTAL PROGRAM ANALYST  
DUTY STATEMENT**

**EMPLOYEE NAME:** Vacant

**POSITION NUMBER:** 420-090-5393-XXX

**JOB TITLE:** Associate Governmental Program Analyst – OPD SoCAL (LA)

**STATEMENT OF DUTIES:** The Office of Professional Development (OPD) operates within the Office of Human Resources (OHR) in the Division of Operations. The OPD’s mission is to enhance professional development and performance for all Department of Justice (DOJ) employees through education and training. The OPD offers and/or facilitates a wide variety of desktop application, professional development, leadership and mandatory courses. The OPD also operates a desktop application support help desk and provides videoconference support services to the DOJ.

The Associate Governmental Program Analyst (AGPA) instructs and facilitates professional development training classes independently, provides program support to the Supervisor Development Program and provides operational support to the Southern California OPD Team. The AGPA is expected to perform their duties and interact with colleagues and customers in a professional manner befitting a member of a top-notch professional development team. The AGPA will also be expected to work alongside the OPD management and fellow team members to successfully meet the business needs of the OPD and DOJ.

**SUPERVISION RECEIVED:** Incumbent is directly supervised by a Staff Services Manager I in Los Angeles.

**SUPERVISION EXERCISED:** None.

**TYPICAL PHYSICAL DEMANDS:** Sit, type, rotate, and work at a computer workstation in order to prepare and complete assignments. Set up training classrooms, which may include moving desks, tables, and chairs. Set up and operate laptop computers, projectors, speakers, and other audio-visual equipment necessary to deliver training classes. Lift 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 Department. Travel statewide and overtime may be required. Use of state-owned, rental or personal vehicle may be required.

**ESSENTIAL FUNCTIONS:**

**40% In order to provide professional and personal 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 Franklin Covey Leadership Training, professional and critical skills classes (e.g., communication, customer service, business writing, leadership, etc.) using adult-learning principles and techniques. Department orientations and Department-supported desktop applications (e.g., Acrobat, Excel, Word, PowerPoint, Outlook, etc.).

- Ensure that logistical tasks for the classes to which the AGPA is assigned have been completed. Duties may include, but are not limited to: scheduling dates and reserving rooms, preparing presentation material, preparing student handout material, monitoring student enrollment, working with program Training Coordinators to schedule students, ensuring class reminder emails are sent, ensuring 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. Cleaning up classrooms, performing post-class closeout procedures, 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, remaining attentive to ideas, recognizing responsibilities, and actively participating 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 proactive approach to applying student recruitment strategies based on low enrollment status when needed or requested (e.g., compose and send recruitment emails, contact past students, etc.).
- Provide constructive feedback to other OPD trainers on their training effectiveness (via Train-the-Trainers, co-teaching, observing classes, curriculum development, etc.) in a positive, professional and diplomatic manner.

**20% In order to ensure that the DOJ's Supervisor Development Program and Train the Trainer program meets current and future needs, the AGPA will be expected to:**

- Monitor, compile, and track all online Supervisor Development Program evaluations with the objective of providing management a monthly status report on efforts and offer recommendations on how to improve the team's overall performance and delivery, along with strengthening current curriculum and identifying new course opportunities that would benefit DOJ employees.
- Ensure that logistical tasks for the classes to which the AGPA is assigned have been completed for both the Supervisor Development Program and the Train the Trainer program. Duties may include but are not limited to scheduling dates and reserving rooms, assisting in preparation of presentation material and student handout material, monitoring student enrollment, working with program Training Coordinators to schedule students, ensuring class reminder emails are sent, ensuring 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. Cleaning up classrooms, performing post-class closeout procedures, assisting a DOJ Subject Matter Expert or outside vendor at a training session, etc.
- Research, analyze and complete the most complex types of special projects associated with both programs related to internal areas of operation, strategic goals, and performance measures.
- Attend and participate in meetings and briefings with Director of OHR, Assistant Director of OHR, Statewide Professional Development Manager (SSM II), OPD Training Managers, OPD Operations Manager and general staff within DOJ or other State agencies/departments.
- Establish and maintain cooperative relationships within the department and other public and private sector entities through presentations, forums, meetings, and other forms of

OPD – Associate Governmental Program Analyst (AGPA)  
Duty Statement

communication with the objective of expanding OPD's network and knowledge in the areas of emerging leader and leadership.

- Participate in regular staff, curriculum review, and project meetings along with providing a written recap of action items when functioning as lead or backup.
- Help administer OPD's marketing and outreach efforts for the program.

**20% 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, that best practices are being applied, and by clearly and effectively communicating the training information to students and management staff. This will require the AGPA to take ownership and utilize a proactive approach in taking steps to updating outdated curriculum and offering recommendations to the OPD Management team.
- 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.
- Ensure that materials and processes taught in OPD classes accurately reflect current DOJ policies and procedures.
- 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.
- Review and update materials to ensure quality, relevancy and improvement of training curriculum, exercises, and handouts.
- Act as a curriculum team lead or as a member of a curriculum team, if assigned to do so.
- 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.

**15% In order to function as OPD So Cal’s operations liaison with Office of Human Resources (OHR) Operations Unit to ensure logistical needs are fully met, the AGPA will be expected to:**

- Ensure equipment works properly, coordinate or facilitate office maintenance service requests and moves for OPD SoCal and perform tracking and monitoring of inventory and assets.
- Serves as lead between SoCal Team and OHR Operations team in Sacramento, and counterparts in other regions, to support the program’s daily business operation and complete larger operational or logistical efforts, such as contracts and procurements.
- Independently perform day-to-day office administration, provide support to manager, work closely with team members to address, and resolve issues related to vendor logistics, office operations and maintenance, OPD SoCal computer labs, Information Technology (IT) equipment, office moves, phone relocations, equipment inventory (IT and non-IT), complex client inquiries, drafting and editing of correspondence and reports, and consult with manager and team members on internal administrative/operational issues.
- Perform research, analyze current practices, and develop/recommend more effective and efficient methods of operation.
- Participate in outreach activities to create and strengthen relationships to ensure alignment.
- Deliver, distribute, install, or store received orders/supplies/equipment/materials.
- Keep storage and supply areas stocked and organized.
- Maintain a checkout system for OPD audio-visual equipment.
- Maintain records, survey out equipment, and prepare records for confidential destruction.
- May provide computer, audio-visual or video conferencing assistance to instructors during classes.
- Perform special projects as required.

**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 management informed of progress on projects and efforts.
- Provide assistance to other staff as needed.
- Help administer OPD’s marketing and outreach efforts.

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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.)

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Employee Signature

Date

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Supervisor Signature

Date