

☒ Current    ☐ Proposed

<b>Classification Title</b> Staff Services Manager I (Specialist)	<b>Division/Unit</b> Workforce Development
<b>Working Title</b> Selection Program Consultant (SPC)	<b>HQ Designation</b> CalHR Sacramento
<b>Position Number</b> 363-920-4800-009	<b>Date Prepared</b> 7/8/2025
<b>Name</b>	<b>Effective Date</b>

## CalHR Mission, Vision, and Values

The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

**Our Mission:** To serve as the trusted advisor to our strategic partners and the public, providing exceptional human resource services and guidance in developing a diverse and inclusive workforce.

**Our Vision:** Shaping California's future of public service excellence with fair and equitable employment opportunities and a diverse, engaged workforce.

**CalHR Core Values:** People Centric, Leadership, Accountability, DEIA, Integrity, and Transparency.

## General Statement

Under the general direction of the Staff Services Manager II, the Staff Services Manager I (Specialist) serves as a subject matter expert (SME) for Instructional Design for the Workforce Development, Talent Delivery Unit. Duties include, but are not limited to, the following:

## Job Functions

[Essential (E) / Marginal (M) Functions] conducted [Onsite (O) / Virtually (V)]:

**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.**

Percentage	(O) / (V)	Essential Job Duties
45%	O/V	<p><b>Develop Employee Training, Curriculum, Resources and Cost-Effective Delivery Methods</b></p> <p>For assigned training programs and throughout the entire training process, serves as the primary point of contact for internal and external customers and stakeholders. These points of contact may include in-person meetings, email, phone, MS Teams, and any other method of inquiry. As such, provides accurate information to</p>

		<p>internal and external stakeholders, ensuring effective and timely communication.</p> <p>Provides comprehensive support for and program management of assigned training programs, e.g., developing and implementing project charters, communication plans, risk management strategies, Gantt charts, lessons learned documentation, and Kirkpatrick Level assessments.</p> <p>Using the training request intake process, collaborates with internal and external subject matter experts (SMEs) to achieve the following: identify target audience, conduct analysis to determine training needs, define instructional goals, apply heutagogical and andragogical approaches to instructional design, propose appropriate methods of delivery (including technology platforms), identify scope, determine suitable assessments, and establish timelines.</p> <p>Develops and designs exercises, activities, and supporting materials—including role-plays, media (audio, video, PowToon, Rise 360 or BranchTrack branching exercises), simulations, and gamification—using tested instructional design theories, practices, and methods to support the learning process and enhance engagement, retention, application, and the overall effectiveness of training programs; leverages eLearning platforms such as Computer-Based Training (CBT), Virtual Instructor-Led Training (VILT), and hybrid models to deliver engaging and effective training experiences; and builds course pages within the Anthology/Blackboard Learning Management System (LMS), incorporating relevant content to enhance the learner's experience and improve engagement. Ensures accessibility and compliance with ADA guidelines by incorporating DEIA principles into module production, enhancing the inclusivity of the training process.</p>
25%	O/V	<p><b>Learning Technology Support for Curriculum, Stakeholders, and Virtual Instructor Lead Modules</b></p> <p>Identifies, analyzes, and explores CalHR learning technology needs and identifies instructional gaps. Proactively collaborates with the CalLearns administrators to assist CalHR in using learning technologies and best instructional practices. Consults with staff to solve problems or issues they encounter using supported technology tools with the context of their classes. Serves as the highest level of problem escalation for teaching and learning tools. Works with vendors to resolve technical issues with instructional tools. Designs and participates in user acceptance testing all product releases or system adjustments prior to installation into production. Serves as a producer for live virtual events that use technology tools such as MS Teams, Zoom, etc.</p>
20%	O/V	<p><b>Managing and Measuring Employee Training Execution, Delivery, Effectiveness and Compliance</b></p> <p>Determines criteria for evaluating learner performance and develops tailored assessment instruments—including diagnostic, formative, interim, and summative—to meet the specific needs of each course and training initiative. Supports the implementation of various levels of training evaluation (Kirkpatrick Levels 1–4) and applies additional assessment methods as needed to ensure</p>

		training effectiveness and alignment with objectives. Analyzes participant and program data related to CalHR-delivered courses to identify trends, measure training effectiveness, and inform continuous improvement efforts; conducts ongoing audits and gathers feedback on training delivery, materials, and activities to assess program success and pinpoint areas for enhancement; reports key findings to internal and external stakeholders, offering insights into course performance and opportunities for growth. Establishes key performance indicators (KPIs) to evaluate the overall effectiveness of the statewide employee development program. Assists the manager in conducting training needs assessments (TNAs) and root cause analysis to ensure alignment with organizational goals. Supports and manages survey reports through tools such as Survey Monkey to monitor training effectiveness and compliance with Memorandums of Understanding (MOUs).
5%	O/V	<p><b>Communication, Education and Outreach, and Special Projects</b></p> <p>Attend CalHR, Office of Data and Innovation, and Department of Rehabilitation related forums to stay informed about current laws, rules, or policy changes that may impact the learning and development for our customers. Keeps up with learning and development industry trends in order to apply innovative ideas for maximizing the effectiveness of the Leadership and HR academies. Collaborate with California Network of Learning Professionals (CNLP), vendors, partners, and stakeholders to build and facilitate a professional community of practice for state employees.</p> <p>Serve as an instructional design subject matter expert (SME) on various special projects within CalHR and across the State, providing expert consultation to professionals on instructional design principles and best practices, while maintaining comprehensive project documentation and course folders to ensure organized, efficient, and effective training processes.</p> <p>Provide legislative analysis on legislative bills that require statewide training or are assigned to the Training and Delivery unit.</p> <p>May be assigned to oversee both internal and external training products—such as those developed by WDD or vendors—in a project team role, such as project manager or business solutions lead, particularly when coordinating vendor-delivered training solutions.</p>
<b>Percentage</b>	<b>(O) / (V)</b>	<b>Marginal Job Duties</b>
5%	O/V	<b>Other Duties as Assigned</b>

## Supervision Received

The Staff Services Manager I reports directly to and receives the majority of assignments from the Staff Services Manager II; however, direction and assignments may also come from the Staff Services Manager III and get functional guidance from the Workforce Development Division Chief.

## Supervision Exercised

None, however, may be called on to serve as a project lead.

## Special Requirements/Desirable Qualifications

- Experience with Microsoft Suite, to include PowerPoint, Excel, and Word
- Familiarity with SCORM, xAPI, and web design development. Proficiency with rapid authoring tools, such as Articulate Storyline 360 and Rise 360
- Experience working in a digitally collaborative environment leveraging technology platforms like SharePoint, Microsoft Teams, Zoom
- Experience designing and delivering training to various audiences using eLearning delivery modalities (such as Computer-Based Training (CBT), Virtual Instructor-Led Training (VILT), and hybrid models)
- Experience building knowledge assessments and measuring information retention.
- Experience in deploying learning solutions that are accessible and inclusive
- Expertise in instructional design techniques for adult distance learning
- Experience using advanced functionality within a learning management system (LMS)
- Exceptional communication skills— verbal, visual, and written
- Ability to apply the principles, methods, techniques, and tools for developing, scheduling, coordinating and managing projects
- Ability to act as change management agent
- Ability to collaborate and influence stakeholders to maximize training delivery outcomes.

CalHR employees are expected to model and support CalHR Core Values.

## Working Conditions

The duties of this position are performed indoors at the 1515 “S” Street building. The employees’ workstation is equipped with standard or ergonomic office equipment, as appropriate. Ability to operate standard office equipment such as but not limited to a personal computer (desktop or laptop models), paper shredder, basic calculator, document system (copier, facsimile, imaging). Ability to sit in a normal seated position for extended periods of time. Ability to effectively handle stress and deadlines. Ability to move training materials and equipment, including boxes up to 25 pounds. Travel may be required to attend meetings or training classes.

To promote collaboration, team cohesion, and employee development, CalHR operates on a hybrid schedule in accordance with both Statewide and CalHR’s Telework Policies.

## Attendance

Employees must maintain regular and acceptable attendance, as determined solely by the Department. They must be regularly available on-site or virtually and willing to work the hours deemed necessary or desirable to meet the Department's business needs.

## Employee Acknowledgement

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation (RA).** \* (If you believe an RA is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the RA Coordinator.)

\*An RA is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

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

<b>Employee Signature</b>	<b>Employee Name</b>	<b>Date</b>

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

<b>Supervisor Signature</b>	<b>Supervisor Name</b>	<b>Date</b>