

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Analyst II	Branch Trainer
NAME OF INCUMBENT:	POSITION NUMBER:
	280-227-5393
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Training and Program Development Unit I or II	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Command Center Division, ARU 227	Supervisor I
BRANCH:	REVISION DATE:
Disability Insurance	1/29/2026
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☒ Travel May be Required ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) Up to 25% travel may be required to deliver training to field offices statewide.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under direction of the Supervisor I, the incumbent works in a lead capacity in developing and delivering complex technical and program-related skills training for staff across Field Offices, Central Office Division (COD) and Command Center Division (CCD) staff. Working both independently and collaboratively, the incumbent ensures training is timely, relevant, and aligned with departmental procedures and objectives. Drawing from current policies, procedures and operational practices, the incumbent researches, designs and refines training materials to reflect the most accurate and effective methods and materials for program delivery. With a keen understanding of workforce needs, they identify areas for development and craft training experiences that build essential skills, knowledge, and competencies. Training is delivered through various formats – including live sessions, computer-based learning, webinars, and eLearning modules – and is continually evaluated for effectiveness and alignment with DIB procedures and needs. The incumbent assesses training efficacy and provides practical recommendations for refinement. In addition to delivering core training programs, the incumbent supports special projects. The analyst researches emerging methodologies, tools and technologies, and evaluates the potential to improve curriculum quality. Where appropriate, the incumbent authors analytical reports and justifications to support the adoption of innovative training solutions. The incumbent is involved regularly in cross-functional workgroups, stakeholder meetings	

Civil Service Classification

Analyst II

Position Number

280-227-5393

and project assignments or studies. Additionally, the analyst researches current procedures and policies to analyze the validity of training material and content. Modifies, updates, and rewrites training instructions and material to conform to actual procedures and policies.

Percentage of Duties	Essential Functions
40%	In a lead capacity, acts as a subject matter expert (SME) to design, develop and update comprehensive training curricula and materials (e.g., presentations, manuals, e-learning modules, job aids) that cover all aspects of the SDI program policy, procedures and regulations as well as technical and skills-related training courses. Collaborates with policy analysts, Quality Assurance teams, Knowledge Management Unit teams, operations managers and relevant SMEs to identify training needs, interpret complex policies, and ensure content accuracy and relevance. Planning, preparing, and delivering technical and skills-related training courses through various training delivery modalities. Utilizes adult learning theory and instructional design principles to create engaging, effective and accessible training experiences for diverse learning styles ensuring learner engagement, retention and application. Conducts needs assessments to determine the most suitable delivery modality and adapts materials accordingly. Writes course material such as instructor guides, participant handbooks, assessments, case studies and other instructional resources. Ensures all training materials are organized, effective, pertinent and consistent with DIB procedures. Elevates gaps and works with appropriate stakeholders to update resources as needed. Maintains consistent materials in a centralized training repository.
25%	Facilitates meetings, workshops, seminars, and one-on-one coaching with field office trainers, on the job trainers, management and DI Branch staff to reinforce learning, address specific skill gaps, and promote continuous professional development. Acts as a SME in the development and delivery of technical and skills-related courses for effective program delivery of leadership, staff, and soft skills related training. Evaluates the effectiveness of training program through assessments, feedback surveys, and performance metrics. Analyzes training outcomes to identify areas for improvement, refine content, and adjust delivery methods to maximize retention and job performance. Provides constructive feedback to trainees and collaborates with supervisors to support ongoing skill development and address performance challenges. Coordinates, schedules and communicates training sessions. Updates Branch through training communications on new or updated training curricula. Maintains training statistics and participation records.
15%	Ensures that policies and procedures in training materials are consistent. Updates training materials to adhere to changes. Elevates concerns, ideas, and recommendations, as needed, to the Supervisor I. Seeks information to carry out responsibilities and shares information impacting other staff/programs within the various Divisions. Identifies opportunities for new content and content improvement for SDIO program, management (Supervisor I/II, Manager II, and DI Program Manager), analyst and other DI position training. Participates in special study work groups and projects to incorporate process and system changes into standard DI Branch training curricula.
15%	Reviews, evaluates, and analyzes the impact of recent legislation and presents findings to management for approval. Applies findings and formulates changes in training materials and content and ensures that the participants are aware of such changes. Updates Learning Management System with eLearning modules or webinars. Ensures compliance of Department and Branch mandated training. Works with local field office single points of contact to obtain employee training completion information, compliance, and reports to management. Provides

	the more technical and instructional guidance for eLearning course development. Works closely with Branch leadership to identify and implement operational and professional training needs. Serves as the DI Branch point of contact for requested internal and external trainings through EDD University (EDDU), CalHR, ISInc., and others. Communicates new and upcoming trainings to DI Branch staff. May coordinate the Tuition Reimbursement Program.	
Percentage of Duties	Marginal Functions	
5%	Performs other duties as assigned.	
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>		
Standing: Occasionally - activity occurs < 33%		Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%		Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting		Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%		Bending/Stooping: Occasionally - activity occurs < 33%
Other: <i>Click here to enter text.</i>		
Type of Environment: ☒ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:		
Interaction with Customers: ☐ Required to work in the lobby ☐ Required to work at a public counter ☐ Required to assist customers on the phone ☐ Required to assist customers in person ☐ Other:		
5. SUPERVISION EXERCISED: (List total per each classification of staff)		
N/A		
6. SIGNATURES		
Employee's Statement: <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:		Date:
Supervisor's Statement: <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:		Date:
7. HRSD USE ONLY		
Classification and Pay Group (CPG) Approval		
☒ Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	AF	6/16/2026

Civil Service Classification

Analyst II

Position Number

280-227-5393

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Analyst I	Branch Trainer
NAME OF INCUMBENT:	POSITION NUMBER:
	280-227-5157
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Training and Program Development Unit I or II	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Command Center, ARU 227	Supervisor I
BRANCH:	REVISION DATE:
Disability Insurance	1/26/2026
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☒ Travel May be Required ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) Up to 25% travel may be required to deliver training to field offices statewide.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under supervision of the Supervisor I, the incumbent performs the less complex work with a lead analyst in developing and delivering technical and program-related skills training for staff across field office, Command Center (CC) and Central Office (CO) staff. With assistance from the lead, the incumbent ensures training is timely, relevant, and aligned with departmental procedures and objectives. Drawing from current policies, procedures and operational practices, the incumbent assists in researching, designing and refining training materials to reflect the most accurate and effective methods and materials for program delivery. They assist in identifying areas for development and, with lead support, craft training experiences that build essential skills, knowledge, and competencies. Assists in delivering training through various formats – including live sessions, computer-based learning, webinars, and eLearning modules – and evaluates content for effectiveness and alignment with DIB procedures and needs. The incumbent assists in assessing training efficacy and provides practical recommendations for refinement. With the assistance of a lead, the incumbent supports special projects. The analyst researches emerging methodologies, tools and technologies, and evaluates the potential to improve curriculum quality. Where appropriate, the incumbent assists in developing analytical reports and justifications to support the adoption of innovative training solutions. The incumbent is involved regularly in cross-functional workgroups, stakeholder meetings and	

project assignments or studies. Additionally, the analyst assists in researching current procedures and policies to analyze the validity of training material and content. Helps in modifying, updating, and rewriting training instructions and material to conform to actual procedures and policies.

The incumbent is expected to accept increasing levels of responsibility and will perform all other duties as assigned.

Percentage of Duties	Essential Functions
40%	Works with the Supervisor I and lead analysts to perform the less complex staff assignments of designing, developing, updating and delivering comprehensive training curricula and materials (e.g., presentations, manuals, e-learning modules, job aids) that cover all aspects of the SDI program policy, procedures and regulations as well as technical and skills-related training courses. Collaborates with policy analysts, Quality Assurance teams, Knowledge Management Unit teams, operations managers and relevant SMEs to identify training needs, interpret policies, and ensure content accuracy and relevance. Assists in the planning, preparing, and delivering of technical and skills-related training courses through various training delivery modalities. Utilizes adult learning theory and instructional design principles to create engaging, effective and accessible training experiences for diverse learning styles ensuring learner engagement, retention and application. Assists in conducting needs assessments to determine the most suitable delivery modality and adapts materials accordingly. Writes course material such as instructor guides, participant handbooks, assessments, case studies and other instructional resources. Ensures all training materials are organized, effective, pertinent and consistent with DIB procedures. Elevates gaps and works with appropriate stakeholders to update resources as needed. Maintains consistent materials in a centralized training repository.
25%	With support from the Supervisor I and lead analysts, facilitates meetings, workshops, seminars, and one-on-one coaching with field office trainers, on the job trainers, management and DI Branch staff to reinforce learning, address specific skill gaps, and promote continuous professional development. Acts as an entry level SME in the development and delivery of technical and skills-related courses for effective program delivery of leadership, staff, and soft skills related training. Evaluates the effectiveness of training program through assessments, feedback surveys, and performance metrics. Analyzes training outcomes to identify areas for improvement, refine content, and adjust delivery methods to maximize retention and job performance. Provides constructive feedback to leads and management regarding trainees' performance and collaborates with supervisors to support ongoing skill development and address performance challenges. Coordinates, schedules and communicates training sessions. Updates Branch through training communications on new or updated training curricula. Maintains training statistics and participation records.
15%	Ensures that policies and procedures in training materials are consistent. Updates training materials to adhere to changes. Elevates concerns, ideas, and recommendations, as needed, to the Supervisor I and lead analysts. Seeks information to carry out responsibilities and shares information impacting other staff/programs within the various Divisions. Identifies opportunities for new content and content improvement for SDIO program, management (Supervisor I/II, Manager II, and DI Program Manager), analysts and other DI position training. Participates with a lead analyst in special study work groups and projects to incorporate process and system changes into standard DI Branch training curricula.

Civil Service Classification

Analyst I

Position Number

280-227-5157

15%	Works with Supervisor I and lead analysts to review, evaluate, and analyze the impact of recent legislation and presents findings to management and leads for review and approval. Applies findings, formulates changes in training materials and content, and ensures that the participants are aware of such changes. With the assistance of a lead analyst and Supervisor I, Updates Learning Management System with eLearning modules or webinars. Ensures compliance of Department and Branch mandated training. Works with local field office single points of contact to obtain employee training completion information, compliance, and reports to management. Provides the less technical and instructional guidance for eLearning course development. Works closely with lead to identify operational and professional training needs to inform leadership. Serves as the DI Branch point of contact for requested internal and external trainings through EDD University (EDDU), CalHR, ISInc., and others. Communicates new and upcoming trainings to DI Branch staff. May assist in coordinating the Tuition Reimbursement Program.
Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%

Sitting: Continuously - activity occurs > 66%

Walking: Occasionally - activity occurs < 33%

Temperature: Temperature Controlled Office Environment

Lighting: Artificial Lighting

Pushing/Pulling: Occasionally - activity occurs < 33%

Lifting: Occasionally - activity occurs < 33%

Bending/Stooping: Occasionally - activity occurs < 33%

Other: *Click here to enter text.***Type of Environment:**
☒ High Rise
☒ Cubicle
☐ Warehouse
☐ Outdoors
☐ Other:
Interaction with Customers:☐ Required to work in the lobby☐ Required to work at a public counter☒ Required to assist customers on the phone ☒ Required to assist customers in person☐ Other:**5. SUPERVISION EXERCISED:***(List total per each classification of staff)*

N/A

6. SIGNATURES**Employee's Statement:***I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.*

Employee's Name:

Employee's Signature:

Date:

Supervisor's Statement:*I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.*

Supervisor's Name:

Civil Service Classification
Analyst I

Position Number
280-227-5157

Supervisor's Signature:

Date:

7. HRSD USE ONLY

Classification and Pay Group (CPG) Approval

☒ Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	AF	6/16/2026

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file