

OFFICE OF THE STATE CONTROLLER

DUTY STATEMENT

EMPLOYEE NAME	DIVISION Personnel and Payroll Services
CLASSIFICATION TITLE Analyst II	UNIT NAME - LOCATION Customer Support Section (CSS), Instructional Design and Operational Training (IDO) Program
WORKING TITLE Training and Development Specialist	POSITION NUMBER 051-220-5393-999
	EFFECTIVE DATE

SECTION A: GENERAL DESCRIPTION

Under the general direction of the Customer Support Section Supervisor (Supervisor II), with direct supervision provided by the Instructional Design and Delivery Services Supervisor (Supervisor I), the incumbent performs activities related to the training, presentation, and delivery of the Business Program rules to internal and external stakeholders.

The unit is responsible for the administration, development and delivery of training related to Business Programs and systems maintaining pay and compensation programs and exception-based processing for the statewide Personnel and Payroll systems and subsystems, and retirement reporting for over 294,000 state civil service, CSU and exempt employees.

Proficiency is demonstrated by the incumbent's ability to perform independently and/or in a lead capacity using the best practices and standards of business/program analysis and instructional design and delivery. They will focus on the development and delivery of training to internal and external stakeholders using best practices for instructional design and adult learning. The incumbent will perform project and administrative related tasks in quality management environment where a team approach to problem solving and continual improvement processes are present.

The incumbent shall foster professionalism and effective communications in support of multiple simultaneous strategic initiatives using methodologies and best practices of business analysis.

Duties include, but are not limited to, the following:

SECTION B: ESSENTIAL FUNCTIONS

Candidates must have the ability to perform the following essential functions with or without reasonable accommodations.

Percentage of
Time Spent

Typical Task

25%	<u>Business Knowledge and Support</u> • Serve as a subject matter expert on Business and transactional processing rules associated with salary, benefit, and compensation programs and exception-based processing for the statewide Personnel and Payroll systems and subsystems. • Research, maintain a working knowledge of, and advocate for best and innovative practices in learning and development services, utilizing laws, rules, regulations, Collective Bargaining MOUs, Human Resources Policy, procedural manuals, business processing resources, technical documents, and other relevant sources. • Independently and in cross collaborative functional teams research and analyze complex legislation and applicable laws to support internal and external business partners in responding to complex inquiries related to transactional processing. • Independently and in cross collaborative functional teams ensure training and instructional materials are consistent with legislative intent, program administration, system application functionality, and service level goals.
25%	<u>Instructional Design and Curriculum Development</u> • Utilize curriculum development and instructional strategies to ensure the delivery of high-quality learning experiences that contribute to the success of learners for both internal and external stakeholders • Continuously design, develop, deliver, and improve instructional courses, materials, tools, and job aids incorporating instructional design principles and technologies that foster growth and development through well-designed and impactful instructional programs. Delivery mechanisms will include but are not limited to Virtual/ In person instructor led, Employee

	self-paced, webinars, forums, video, and other means of engagement. • Synthesize data obtained through collaboration with diverse stakeholders to identify and propose solutions for improving access to service systems. • Maintain a working knowledge of Microsoft Office Suite, Adobe software applications, specifically Adobe Captivate, Adobe Creative Suite, Adobe Connect, Adobe Presenter, and Adobe Acrobat Pro, learning management software, Registration management Software, knowledge mapping principles, and industry best practices and strategies for training and engaging adult learners.
25%	<u>Instructional Delivery and Assessment</u> • Deliver instruction to internal and external stakeholders through various delivery channels that incorporate interactive engagement and adult learning styles. • Deliver trainings and presentations in both virtual and in person formats to internal and external stakeholder. (Some travel may be required) • Maintain accurate and timely training event records • Initiate, conduct, and analyze training assessments and course evaluations to identify areas of program improvement. • Recommend and implement approved changes to training program curriculum to enhance learning, increase knowledge retention and improve efficiency
20%	<u>Collaboration and Partnership</u> • Foster effective partnerships with internal and external stakeholders to assess learning and development opportunities • Strategically formulate recommendations to stakeholders, regarding issues related to internal and external stakeholder business operations and transactional processing challenges • Independently prepare, edit, and format training communications to ensure they are consistent with guidelines and accessibility requirements. • Respond to all internal and external communication meeting quality standards and within established service level objectives. • Participate in the strategic and work efficiency initiatives. Represent the department and division on inter- and intra-departmental task forces.

5%	Participate in developing, supporting and engaging in bureau/division/Agency strategic goals/objectives to ensure policies and procedures support the efficient operations of Division operations and goals.
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SECTION C: NON-ESSENTIAL FUNCTIONS

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SECTION D: ADA REQUIREMENT

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job because of a disability as defined by the Americans with Disabilities Act.

SECTION E: KNOWLEDGE, SKILLS AND ABILITIES

The incumbent will serve as a subject matter expert on business and transactional processing rules associated with human resource pay, benefit, and compensation programs and exception-based processing for the statewide Personnel and Payroll systems and subsystems.

The incumbent is responsible for the quality and accuracy and delivery of training to decentralized departmental Human Resources offices staff and internal stakeholders. They will utilize curriculum development and instructional strategies to ensure the delivery of high-quality learning experiences that contribute to the success of learners for both internal and external stakeholders

The incumbent performs the more complex and technical analytical assignments, such as program evaluation and planning; policy analysis and formulation; systems development; management and planning; and continually provide consultative services to management or others. Incumbent may be asked to conduct and/or review analytical studies and surveys; formulate procedures, policies, and program alternatives; make recommendations on a broad spectrum of administrative and program-related problems; review and analyze proposed legislation and advise management on the impact or potential impact; represent the State or a given department as assigned; and perform other related duties.

Work at this level is distinguished by the analytical and evaluative nature of the work performed. The incumbent will be asked to exercise their ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve problems; develop and evaluate alternatives; analyze data and present ideas and

information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work; set specific goals and priorities for completing assignments; design and maintain realistic work methods, procedures, and time tables for achieving project goals; and monitor progress toward achieving goals and make modifications when needed.

SECTION F: RESPONSIBILITY FOR DECISIONS (CONSEQUENCE OF ERROR)

The incumbent will have access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal actions against those involved.

The incumbent will be responsible for training of regular tasks and participate in projects that call for program evaluation, program delivery modifications, business processes and procedures, and other projects, as assigned.

Results of analytical decisions may be sensitive in nature, and failure to determine the appropriate courses of action could lead to misallocation of funds or/and rescinding of delegated authority.

SECTION G: PERSONAL CONTACT

The incumbent independently confers with management and staff of all levels within the State Controller's Office, control agencies, and departments statewide. In addition, the incumbent represents the State Controller's Office at various taskforces and conferences.

SECTION H: WORK ENVIRONMENT

While at Headquarters: Work is performed in a high-rise climate-controlled office under artificial light with standard office furniture and equipment. If required to travel the incumbent may be subject to the elements of the destination.

While Teleworking: Employee will be expected to adhere to all requirements of the signed telework agreement.

SECTION I: PHYSICAL REQUIREMENTS

The incumbent will sit or stand for long periods of time using a keyboard and computer while working in the office. The incumbent will stand for considerable time while presenting.

Check the frequency of activity required of the employee to perform the job				
Activity (Hours per day)	Never (0 Hours)	Occasionally (up to 3 hours)	Frequently (3 to 6 hours)	Constantly (6 to 8 hours)
Sitting				X
Walking		X		
Standing		X		
Bending (neck/waist)		X		
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		
Twisting (neck/waist)			X	
Is repetitive use of hand(s) required?				X
Simple Grasping (R or L)			X	
Power Grasping (R or L)		X		
Fine Manipulation (R or L)		X		
Pushing/Pulling (R or L)		X		
Reaching (above/below shoulder level)			X	
Lifting/Carrying	Occasional lifting/carrying of training materials, project boxes, files, reference materials/binders no more than 25 pounds.			

SECTION J: SIGNATURE

By signing this document, I acknowledge I understand all requirements and information stated above and understand the duties may be modified in accordance with the established job specifications for the class and in conjunction with office needs and have received a copy of this duty statement.

Employee's Signature

Date

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

Supervisor's Signature

Date