

DUTY STATEMENT



☒ **CURRENT**
☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Analyst I		WORKING TITLE Training Analyst		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME DLSE Administrative Services –Training and Knowledge Management Unit	
ASSIGNED SPECIFIC LOCATION Sacramento			POSITION NUMBER 400-501-5157-xxx	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the direction of the Supervisor I, the Analyst I, is responsible for a variety of less complex, analytical tasks to support the operations, tracking, and execution of Department of Industrial Relations (DIR) Labor Commissioner's Office (LCO) training programs. The incumbent assists in the deployment of instructional activities, helps maintain internal training repositories, and utilizes departmental learning software to streamline administrative operations. Working in a collaborative team framework, the Analyst I coordinates with program stakeholders to gather data, distribute resources, and support the standardization of core training practices. The incumbent participates in routine workflow reviews, tracks employee compliance, and compiles instructional feedback to assist management in data-driven planning.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
35%	<u>Training Program Assistance:</u> Gathers data to assist in the analysis, development, and presentation of departmental short and long-term training plans that align with LCO's strategic goals and objectives, management expectations, training mandates, and learner needs. Supports the creation and deployment of virtual and traditional classroom training activities for DIR employees, ensuring all modules align with pre-set learning objectives and fundamental instructional methodologies. Assists in the development and modification of a variety of training materials for both classroom and web-based training, such as lesson plans, facilitator guides, participant guides, manuals, workbooks, job aids, and PowerPoint presentations. Distributes and compiles pre- and post-course evaluation forms to track learner feedback. Schedules instructional sessions on the training calendar through communication with program leads and subject matter experts. Tracks and updates official rosters, capturing participant attendance, session dates, and instructional topics. <u>Program Feedback Processing:</u> Participates in evaluating the effectiveness of new and existing training methods,

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	formats, and supplemental tools. Compiles data, assists in determining goals, and provides preliminary data analysis to management regarding workflow efficiency and training productivity output. Assists in reviewing and drafting routine procedures associated with training expectations and needs assessments. Implements approved changes to training program curriculum to enhance learning objectives. Prepares basic reports from training feedback data to track instructional requirements, patterns, and areas needing development or course adjustment.
30%	<u>System Maintenance Support:</u> Provides administrative support for the internal knowledge repository to help standardize how individual LCO units log, archive, and categorize program workflows. Works alongside program subject matter experts (SMEs) to draft simple, accurate informational resources, ensuring employees have access to up-to-date guidance. Notes missing programmatic documentation and prepares initial process drafts for review by senior personnel. <u>Collaborative Operations:</u> Consults with division specialists to uncover knowledge gaps and update current resource pages. Supports the maintenance of basic manuals and standard operating sheets in agreement with management. Works in tandem with the DIR Training Solutions team to identify learning deficits and follow standard unit patterns.
20%	<u>System Operations Support:</u> Executes routine processing tasks inside the learning management system (LMS) and delivers basic troubleshooting assistance to LCO personnel. Works in tandem with the DIR Training Administration Unit to review course records and monitor staff compliance with required training modules. Inputs and uploads training materials into the software, updates employee enrollment status, logs course completions, and pulls predefined data reports. Reviews automated software data to monitor mandatory training deadlines, notes gaps in employee compliance, and drafts initial action notifications for management approval. Gathers information on external training materials to verify alignment with department guidelines, helps draft basic instructions, and handles routine registration questions from staff.
10%	<u>Training Unit Support:</u> Attends specialized educational courses, webinars, and staff development workshops to build analytical skills and stay current on modern workforce development practices. Conducts preliminary research on standard operating methods or public agency training models to help senior staff evaluate future program updates.
Percentage of Time Spent	Marginal Job Functions
5%	Performs other related duties as assigned to improve the training functions of the Labor Commissioner's Office (LCO) and provides updates and obtains feedback from internal and external stakeholders. Participates in program-related mandatory training.

Conduct, Attendance, and Performance Expectations

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Work duties are expected to be performed productively and efficiently. Conduct shall be respectful and reflective of a professional team environment, and in accordance with the Labor Commissioner's Office mission and vision.

Communication shall be clear, concise, and timely with leadership, teammates, and the public we serve. Communication shall be in a manner that encourages open dialog to achieve mutual understanding, problem solve and build trust.

Trust is crucial to building a working relationship and team environment. Team members are expected to continually monitor their work, provide timely responses to the public in accordance with relevant policies and procedures, and practice decorum in such communication. Work challenges and the inability to meet deadlines are to be communicated immediately to leadership.

Team members are expected to report timely to their work shifts, work the required hours for their time base and in accordance with the position's work week group, abide by relevant attendance policies, and be mindful of the impact of one's attendance to the overall work of the program and team morale.

Supervision Received

Under the general direction of the Supervisor I.

Supervision Exercised

None.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent will work 40 hours per week in an office setting equipped with standard office equipment. The incumbent will be assigned a cubicle in an air-conditioned office with natural and artificial lighting located in a high-rise building with elevator access. Telework will be offered in accordance with current departmental policy.

Special Requirements/Other Information

The incumbent must demonstrate the ability to establish and maintain cooperative working relationships with staff at all levels to complete work assignments related to developing and implementing internal policies and procedures. The incumbent must exercise the ability to independently make decisions and perform actions having broad implications on various aspects of DIR's personnel processes. In addition, the incumbent must demonstrate the ability to use the Internet, MS Word, MS Outlook, MS Excel, MS Teams, HR software (Salesforce and ECOS), and other desktop applications. The duties require the incumbent to use independence, initiative, and the ability to adjust to effectively meet workload demands.

Physical Abilities

The position requires the ability to work at a computer for extended periods of time and to safely move and transport office items up to 20 pounds in a safe manner. The incumbent will be required to travel as needed within the local area and within the state by car, plane, or train as appropriate.

Additional Requirements/Expectations

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The incumbent must be dependable and have the ability to work cooperatively with staff at all levels both within and outside the department. The incumbent must have the ability to communicate effectively in order to complete work assignments and must maintain confidentiality at all times.

Personal Contacts

The incumbent routinely engages with division headquarters staff, the Deputy Chief, Assistant Chief, Regional Managers, supervisors, and external customers.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

L.R

C&S Analyst Initials

10.12.26

Approval Date

DUTY STATEMENT



☒ **CURRENT**
☐ **PROPOSED**

CIVIL SERVICE CLASSIFICATION Analyst II		WORKING TITLE Training Analyst		
PROGRAM NAME Division of Labor Standards Enforcement			UNIT NAME DLSE Administrative Services –Training and Knowledge Management Unit	
ASSIGNED SPECIFIC LOCATION Sacramento			POSITION NUMBER 400-501-5393-xxx	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the direction of the Supervisor I, the Analyst II will be responsible for a variety of complex analytical and program support functions related to the delivery and administration of the Department of Industrial Relations (DIR) Labor Commissioner's Office (LCO) training programs and associated training activities, and utilization of technological improvements to enhance the administration of business processes. The Analyst II works closely with program leaders for the timely development and implementation of training programs, including the standardization of best training practices across all LCO programs. The Analyst II will be involved in program evaluation, planning, analysis, training needs assessments and will provide consultative services to management.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
40%	<u>Training Delivery.</u> Independently analyzes, develops, recommends, and presents departmental short and long-term training plans that align with LCO's strategic goals and objectives, management expectations, training mandates, and learner needs to ensure the most efficient and effective use of training resources. Designs, develops, facilitates, and delivers classroom and on-line web-based training for DIR employees that addresses specific learning objectives, follows generally accepted adult learning methodologies, and accommodates different learner styles. Ensures courses provide a value-added experience for LCO team members. Designs, develops, and evaluates a variety of training materials for both classroom and web-based training, such as lesson plans, facilitator guides, participant guides, manuals, workbooks, job aids, videos, PowerPoint presentations, e-learning products and other relevant materials. Designs and administers pre- and post-training evaluation surveys to identify areas of interest and opportunities for improvement. Develops training calendar with program leaders and subject matter experts and ensures timely and accurate execution of planned training sessions. Maintains attendance records of training dates, participants and content. <u>Learning Assessment:</u> Designs and implements substantive evaluation on the effectiveness of new and

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	existing training methods, formats, and supplemental tools. Analyzes data, determines goals and objectives, and provides recommendations to management on improvement of workflow efficiency in various district offices and across programs with respect to training and productivity output resulting from training. Develops and recommends policies and procedures associated with training expectations and best practices, including training needs assessment. Recommends and implements approved changes to training program curriculum to enhance learning objectives and increase knowledge retention. Evaluates and synthesizes data to identify training needs, trends, and potential issues or deficiencies in the delivery of training.
35%	<u>Knowledge Management System:</u> Develops and maintains a knowledge management system that provides uniformity and consistency in the way that units in the LCO capture, store, organize and categorize the knowledge and information necessary to perform program functions. Partners with program subject matter experts to develop clear, concise, and accurate knowledge-based articles in a timely manner to ensure program staff have the most current information. Identifies gaps in existing program documentation and recommend new documented policies, processes and procedures to meet the needs. <u>Collaboration:</u> Collaborates with peers, program staff, subject matter experts, leaders and other internal and external stakeholders to perform the essential functions of the Training Team. Collaborates with program subject matter experts and leaders to publish and make available all material regarding training and knowledge management. Collaborates with program subject matter experts to identify knowledge management gaps and develop knowledge-based articles. Analyzes and develops policies, procedures, guidance documents, and measures in consultation with management. Collaborates with DIR Training Solutions and Support Unit to identify training gaps and to develop standards and expectations for training.
20%	<u>Learning Management System:</u> Administers the learning management system (LMS) functions and support for the LCO. Works closely with the DIR Training Administration Unit to ensure department-required training is consistent and to ensure learners are in compliance. Utilizes the LMS to upload training materials, track training enrollment and completions and run training data reports. Evaluates and synthesizes LMS data to track and determine employee compliance with mandatory training requirements, analyze employee training demographics, and monitor the use of various learning systems to identify training needs, trends, and potential issues or efficiencies in the delivery of training. Where deficiencies in employee compliance are found, develops and presents recommendations and plans for appropriate action to management. Researches, evaluates and recommends training courses and materials to ensure training requirements are met in accordance with State and DIR policies and statutory mandates. Analyzes and develops compliance policies, procedures, guidance documents, and measures in consultation with management. Provides consultation to staff on implementation of training requirements, including responding to training registration and compliance related inquiries.

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Percentage of Time Spent	Marginal Job Functions
5%	Performs other related duties as assigned to improve the training functions of the Labor Commissioner's Office (LCO) and provides updates and obtains feedback from internal and external stakeholders. Participates in program-related mandatory training.

Conduct, Attendance, and Performance Expectations

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Supervision Received

Under the general direction of the Supervisor I.

Supervision Exercised

None, but may serve as lead over lower-level analysts.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

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Special Requirements/Other Information

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Personal Contacts

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Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

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