

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Benefits & Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 430 - 5393 - 035	
DIVISION/UNIT Employer Services/Training and Development	CLASS TITLE Analyst II	
INCUMBENT NAME Vacant	WORKING TITLE Training Analyst	
CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under the direction of the Supervisor I, the Analyst II serves as a trainer under the Training and Development team, for Employer Services (ES) Division staff and CalSTRS' employer reporting partners. The incumbent performs a full range of independent journey level analytical assignments requiring strong analytical skills and effective written and verbal communication skills.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.	
	ESSENTIAL FUNCTIONS	
30%	<u>Business Knowledge and Support</u> Serve as a subject matter expert on legislation and system application functionality as it relates to ES. Maintain a working knowledge of legislation and system application functionality as it relates to employer reporting and work of other CalSTRS business areas. Research and analyze employer documentation and applicable laws to support external business partners and division staff in responding to complex inquiries related to employer reporting; respond to all internal and external communication to ES quality standards and within established service level objectives. Collaborate with the Communications Division as the point of contact for the development and review of communication products impacting ES. Provide accurate and timely development, review, revision and distribution of employer-related communications, forms and letters. Independently prepare, edit, and format communications to ensure they are consistent with the CalSTRS Style Guide, ES guidelines and accessibility requirements.	
30%	<u>Training Material Design and Development</u> Design and develop curriculum and materials for computer-based and instructor-led training related to the division's internal and external training program in compliance with ES policies and procedures. Refine, revise and maintain training curriculum to properly identify learning objectives, desired outcomes, appropriate course length, and delivery mechanisms. Independently analyze complex legislation and collaborate with applicable subject matter experts to ensure training materials are consistent with legislative intent, program administration and system applications functionality related to the work of the division and employer reporting. Maintain a working knowledge of Microsoft Office Suite, Microsoft SharePoint, Adobe Pro, Articulate 360 Suite, Moodle learning management software, CalSTRS brand and style standards, knowledge mapping principles, and industry best practices and strategies for training and engaging adult learners.	
20%	<u>Training Implementation and Evaluation</u> Implement training materials and curriculum related to the division's internal and external training programs. Travel and deliver on-site and off-site, approved trainings and presentations to division staff, employer reporting partners, school employers, and other stakeholders. Complete accurate and timely training event records per procedure. Conduct and analyze training participant 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.	
10%	<u>Training Assessment</u> Respond to requests and recommendations for training from and on behalf of internal and external stakeholders; Conduct training needs assessments and make recommendations to management regarding the training plans of internal and external customers.	
5%	<u>Team participation</u>	

5%

Participate fully in calibration discussions and collaborate with peers and other CalSTRS business areas to achieve consistency on interpretation of the Teachers' Retirement Law and related regulations. Professionally and effectively represent Training and Development on project teams. Recommend process improvements; develop more effective and efficient methods to successfully accomplish tasks; work cooperatively with others to produce innovative solutions; anticipate possible problems; develop and communicate recommendations for resolution; provide regular project updates to leadership and training to ES staff as appropriate. Develop and maintain rapport with key organizational peers and build mutual understanding of complex legislation and system application functionality as appropriate.

MARGINAL FUNCTIONS

May participate in conferences, meetings and make presentations, when requested. Perform other related duties as assigned.

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the [Competency Guide](#) on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Ability to support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Occasional overnight in state/out of state travel
- Occasional travel to various locations for training and/or meetings
- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED