YOUR EFFORTS WILL MAKE FI$Cal A SUCCESS
DUTY STATEMENT

CLASSIFICATION TITLE Supervisor I	**DIVISION NAME** Business Operation and Solutions Division
WORKING TITLE None	**OFFICE/SECTION/UNIT** Workforce Development Center, Client Training Section, Training Support Unit
EMPLOYEE NAME VACANT	**POSITION NUMBER** 333-450-4800-010

You are a valued member of the Department of FISCal. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

GENERAL STATEMENT

Under the general direction of an Accounting Administrator (AA) III, the incumbent is responsible for developing, maintaining and providing the more difficult training curriculum. The Supervisor I serves as the first level supervisor overseeing the tasks associated with the design, development, implementation, and maintenance of course curriculum, and materials, as well as training delivery, to support the deployment of the FI$Cal system anticipated to serve 15,000 end-users across the State of California. The position is also responsible for administering FI$Cal staff training.

SUPERVISION RECEIVED

The Supervisor I will report directly to the AA III.

SUPERVISION EXERCISED

The Supervisor I directly supervises six (6) Analyst II staff.

ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

% OF TIME	ESSENTIAL FUNCTIONS
35%	**Development and Implementation of Training** • Plans, directs, and manages the performance of training unit staff by establishing standards of performance, measuring performance against the preselected standards, and applying motivational principles and/or techniques. • Manage the research, development, and maintenance of training resources for FI$Cal, including training courses, videos, and books. • Manage the development of the annual training plan, training policies, procedures, and guidelines. • Identify and correct training gaps and deficiencies by conducting front end analysis of curriculum; researching production issues identified through FSC tickets, system enhancements and Level 1, Level 2 and 3 Evaluations (Kirkpatrick Model). • Recommend improvements to training resources to the AA III with formal reports. • Create ad hoc reports as needed. • Identify best practices, perform trend analysis, track problems, and recommend appropriate solutions for the development and implementation, evaluation and modification of training. • Manage the planning and coordination of facility reservations and testing of equipment and software to be used. • Create and share the training schedule with Training Staff, learners, training liaisons, Learning Management System (LMS) Staff and department staff. • Respond to issues related to training. • Ensure End-User Support Labs (USLs) are fully operational and staffed with Training personnel and subject matter experts. • Develop and monitor USL staff schedule and develop metrics regarding USL usage in order to understand who's coming in for assistance, what issues they need help with and what resources were deployed. • Develop communication regarding training curriculum, workshops, registration and completion, schedule changes, departmental tasks, USLs, and Job aids and disseminate to the departments.
25%	**Curriculum Development and Delivery** • Develop training programs to address End User Release Training and Ongoing Training program. • Direct and plan the most difficult and sensitive training activities to address complex and diverse departmental training needs and identify resource requirements.

	• Consult and apprise stakeholders of training project activities as well as key issues and recommended courses of action. • Establish priorities for training tasks and activities. • Work with internal and external business and technical teams to identify and define training needs. • Independently plan and design the most complex and diverse training curriculum and course objectives which contain performance standards and conditions. • Oversee the content and documentation to be used for classroom and web-based learning, on-the-job training, and online reference. • Select the sequence of course instruction based on the diverse needs of statewide departments. • Write complex lesson plans and determine the appropriate method, length, environment, and media for sources. • Develop complex flow diagrams, reference manuals, and job aids through the use of project standards and templates. • Conduct training with both large and small groups.
25%	**Communication Activities** • Develop presentation and stakeholder materials. • Deliver comprehensive presentations to small and large groups • Work with stakeholders, control agencies, partner staff, and Information Technology Division staff during system design, planning and development phases, to gather information needed to develop training material and provide training. • Consult with multiple departments, control agencies, and FI$Cal teams to determine training needs, pre and post training support, including Level 3 Training evaluation. • Gather information to identify impacts and issues, develop alternative solutions, and make recommendations regarding design issues that may affect functionality for the users. • Organize, develop and deliver statewide conferences, workshops, and forums, as well as individual department communication sessions. • Plan the creation and maintenance of complex and diverse training communication and delivery packages on FI$Cal.ca.gov for the Statewide Procurement for non-FI$Cal departments, Vendor Training for the public, SCO/STO Release Training for both FI$Cal and non-FI$Cal departments, Job Aids and on the Fiscal Learning Center for deploying Release End User Training, Ongoing Training and Virtual Instructor Led Training Program. • Evaluate the effectiveness of end user program performance and compliance with program objectives • Manage the FI$Cal Learning Center Portal, including updates to the calendar of training classes, creating training related content and maintaining links to other training sites.

10%	**Administrative Oversight** • Develop a skilled workforce by planning and providing appropriate trainings. • Provides regular guidance, performance feedback, and support staff, with a strong focus on employee growth and development. • Completes performance evaluations and probationary reports timely. • Reviews employee timesheets to ensure accuracy and proper leave usage. • Lead recruitment efforts and oversee the onboarding of new staff.
5%	**Marginal Functions** • Perform other related duties as required to fulfill FI$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments.

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of public and business administration, management, and supportive staff services; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the state and local level; a supervisor/manager's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment which is free of discrimination and harassment.

Ability to: Reason logically and creatively utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex departmental program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively promote equal opportunity in employment while maintaining a work environment that is free of discrimination and harassment.

SPECIAL REQUIREMENTS

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check are required.**

WORKING CONDITIONS

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCal's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

SIGNATURES

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation 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 assigned HR analyst.)

Employee Signature Date

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

Hiring Manager Signature Date

H/R Analyst JM

Date Revised: 11/9/2026