

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Benefits & Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 435 - 5393 - 020	
DIVISION/UNIT Disability & Survivor Benefits/Systems, Training, Engagement and Projects	CLASS TITLE Associate Governmental Program Analyst	
INCUMBENT NAME Vacant	WORKING TITLE Training & Communications Senior 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.		
<p>Under direction of the Systems, Training, Engagement and Projects Manager (Pension Program Manager I), the Training & Communications Senior Analyst performs the more complex technical assignments and is responsible for the design, development, implementation, delivery, and evaluation phases of the Disability & Survivor Benefits (DaSB) training curriculum in computer-based training (CBT) and instructor led training formats. The incumbent works closely with division stakeholders to create procedures, job aids, and workflow documents to ensure consistency of application. The analyst serves as a part of the Forms Management team responsible for developing and maintaining the division's forms, letters, and templates used for DaSB customer communications.</p>		
% 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. <i>(Use additional sheet if necessary)</i>	
40%	ESSENTIAL FUNCTIONS Independently design and develop DaSB core training and Pension Solution curriculum in eLearning CBT format using Adobe Captivate and ILT format using, but not limited to, PowerPoint and Word; collaborate with business stakeholders to ensure that the training goals are effectively met; work with experienced instructors and subject matter experts to develop online self-paced courses and print-based curriculum products; create professional, customized presentations, and written training materials including but not limited to job aids, procedures, process flow maps, and eLearning CBT modules; plan, write, edit, and prepare training information for the division; ensure curricula, course objectives, and training materials meet ADA compliance, division standards, and departmental training guidelines and specifications; utilize instructional design and adult learning theory to design courses, including formulation of learning objectives, select/recommend appropriate methods and media for development of course content and learning assessments; capture technical content and transform it into logically sequenced, interactive and engaging learning activities; develop measurable learning objectives, tests/assessments, activities, and continuously evaluate the effectiveness of eLearning and curriculum products.	
30%	Independently deliver/facilitate ILT in both large and small classroom settings; facilitate/administer CBT in a 1:1 or classroom setting; conduct a variety of training including, but not limited to, onboarding, job-based skills, and professional/soft skills; act as a lead over assigned trainings and act as trainer back-up for the team.	
15%	Hold the responsibilities as a liaison and/or project lead for DaSB through various work groups from normal business functions to Pension Solution related activities and conduct necessary work efforts expected as a participant in these work groups.	
10%	Independently act as the coordinator of the Learning Management System, by uploading and managing content, creating and submitting polls and electronic surveys, tracking attendance and course completion; complete special training projects that have substantial program or departmental impact, including Change Management activities.	

5%

MARGINAL FUNCTIONS

Provide team building activities; assist in the development of long-range plans and goals for the DaSB Training & Communications Team in alignment with branch and division; keep up with the training and communications industry changes, issues, techniques and products; coordinate in-service and out-service training programs with internal training staff, external instructors, and consultants as needed; conduct training needs assessments as necessary, utilizing both formal and informal methods (interviews, surveys, course evaluations, etc.)

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.

- Analytical Thinking
- Creative Thinking
- Ethics and Integrity
- Forward Thinking
- Managing Work
- Organizational Awareness
- Planning and Organizing
- Technical/Professional Knowledge and Skills
- Thoroughness
- Written Communication

INTERPERSONAL SKILLS

- Interacts and communicates successfully in a diverse team environment.
- Communicates effectively both verbally and in writing with individuals from varied experiences, perspectives and backgrounds.
- Interacts with others in a tactful, congenial, and personable manner to build positive and collaborative working relationships
- Works collaboratively and develops rapport with peers and leadership throughout CalSTRS.

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Office setting with low partitions and open floor plan.
- Training classroom setting with 12 or more computers.
- Work in a high-rise building.
- Sit for extended periods of time.
- Use computer for extended periods of time.

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.).

815-435-5393-020

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

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

HUMAN RESOURCES ANALYST'S NAME (Print)

HUMAN RESOURCES ANALYST'S SIGNATURE

DATE