

**DEPARTMENT OF JUSTICE  
DIVISION OF OPERATIONS  
OFFICE OF PROFESSIONAL DEVELOPMENT  
ASSOCIATE GOVERNMENTAL PROGRAM ANALYST  
DUTY STATEMENT**

**EMPLOYEE NAME:** Vacant

**POSITION NUMBER:** 420-090-5393-XXX

**JOB TITLE:** Associate Governmental Program Analyst – OPD SoCAL (LA)

**STATEMENT OF DUTIES:** The Office of Professional Development (OPD) operates within the Office of Human Resources in the Division of Operations. OPD’s mission is to enhance professional development and performance for all DOJ employees through education and training. OPD offers and/or facilitates a wide variety of desktop application, professional development, leadership, mandatory and legal classes. OPD also operates a desktop application support help desk and provides videoconference support services to the Department of Justice (DOJ).

The Associate Governmental Program Analyst (AGPA) instructs and facilitates professional development training classes independently, along with providing operational and logistical support to the Southern California OPD Team. The AGPA is expected to perform his or her duties and interact with colleagues and customers in a professional manner befitting a member of a top-notch professional development team. The AGPA will also be expected to work alongside OPD management and fellow team members to successfully meet the business needs of the OPD and DOJ.

**SUPERVISION RECEIVED:** Incumbent is directly supervised by a Staff Services Manager I in Los Angeles, but may receive assignments and direction from the Operations Manager (SSM I) in Sacramento.

**SUPERVISION EXERCISED:** None

**TYPICAL PHYSICAL DEMANDS:** Sit, type, rotate, and work at a computer workstation in order to prepare and complete assignments. Set up training classrooms, which may include moving desks, tables, and chairs. Set up and operate laptop computers, projectors, speakers, and other audio-visual equipment necessary to deliver training classes. Lift boxes weighing up to 20 pounds.

**TYPICAL WORKING CONDITIONS:** Occupies a cubicle in a smoke-free environment. Travels between various floors and buildings throughout the Department. Travel statewide and overtime may be required. Use of state-owned, rental or personal vehicle may be required.

**ESSENTIAL FUNCTIONS:**

**35% In order to ensure that both department-wide Emerging Leader and Leadership Programs meet DOJ’s current and future needs, the AGPA will:**

- Spearhead the coordination of both programs in the Southern California region in support of DOJ's vision, mission, values and goals.
- Act as a liaison to management and stakeholder teams in planning, organizing and implementing action plans specific to both programs.

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- Facilitate discussion with program leaders and assist programs in maximizing current course offerings to address knowledge gaps in the area of professional development through recommending courses that would aid in their efforts.
- Independently monitor, compile, and track all online statewide trainer evaluations for all OPD courses with the objective of providing management a monthly status report on efforts and offer recommendations on how to improve the team's overall performance and delivery, along with strengthening current curriculum and identifying new course opportunities that would benefit DOJ employees.
- Research, analyze and complete the most complex types of special projects associated with both the Emerging Leader and Leadership programs related to internal areas of operation, strategic goals and performance measures.
- Attend and participate in meetings and briefings with Chief of OHR, Assistant Chief of OHR, OPD Director, OPD Training Managers, OPD Operations Manager and general staff within DOJ or other State agencies/departments.
- Establish and maintain cooperative relationships within the department and other public and private sector entities through presentations, forums, meetings and other forms of communication with the objective of expanding OPD's network and knowledge in the areas of emerging leader and leadership.
- Participate in regular staff, curriculum review, and project meetings along with providing a written recap of action items when functioning as lead or backup.
- Help administer OPD's marketing and outreach efforts for both programs.

**30% In order to provide professional and personal development training opportunities to DOJ employees at all organizational levels:**

- Instruct and facilitate training on a broad scope and variety of topics, including Department-supported desktop applications (e.g., Acrobat, Excel, Word, PowerPoint, Outlook, etc.), Department orientations, and professional and critical skills classes (e.g., communication, customer service, business writing, leadership, etc.) using adult-learning principles and techniques.
- Ensure that logistical tasks for the classes to which the AGPA is assigned have been completed. Duties may include, but are not limited to: scheduling dates and reserving rooms, preparing presentation material, preparing student handout material, monitoring student enrollment, working with program Training Coordinators to schedule students, ensuring class reminder emails are sent, ensuring training rooms or computer labs are set up appropriately and that all equipment is properly installed, is functioning, and has correct software and/or updates installed. cleaning up classrooms, performing post-class closeout procedures, assisting a DOJ Subject Matter Expert or outside vendor at a training session, etc.
- Maintain and enhance knowledge, skills and abilities by attending professional development training and participating in professional activities provided by training industry associations (e.g., the Association for Talent Development, the California Network of Learning Professionals, Special Interest Groups, etc.).
- Apply adult learning principles to quickly and accurately assess student responsiveness during class instruction and adjust instruction methods to match student skills and abilities.
- Work effectively in a team environment, remaining attentive to ideas, recognizing responsibilities, and actively participating with others to accomplish assignments and achieve desired goals in a professional manner.
- Develop expertise in synchronous eLearning techniques and best practices and provide instruction via webinar and/or one-on-one to address the needs of outlying offices.

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- Utilize a proactive approach to applying student recruitment strategies based on low enrollment status when needed or requested (e.g., compose and send recruitment emails, contact past students, etc.).
- Provide constructive feedback to other OPD trainers on their training effectiveness (via T4Ts, co-teaching, observing classes, curriculum development, etc.) in a positive, professional and diplomatic manner.

**20% In order to ensure SoCAL OPD operational and logistical needs are fully met, the incumbent will:**

- Ensure equipment works properly, coordinate or facilitate office maintenance service requests and moves for OPD SoCal and perform tracking and monitoring of inventory and assets.
- Consult with OPD's management team on program fiscal issues, identify problems and develop solutions.
- Prepare monthly budget reports for the management team, to include expenditures, revenues, and projections, along with discrepancies.
- Track the expenditures of the Continuing Legal Education program and regularly brief OPD management team of expenses in the SoCal region.
- Participate in annual Spring/Fall Fiscal Monitoring budget exercises.
- Consult with CLE Coordinator and the CLE instructors on appropriate and effective design of class materials for Southern California. Under the direction of the CLE Coordinator, may prepare class announcements and marketing materials.
- As part of the OPD Operations Team, collaborate with the Operations Manager in Sacramento, and counterparts in other regions, to support the program's daily business operation and complete larger operational or logistical efforts, such as contracts and procurements.
- Independently perform day-to-day office administration, provide support to manager, work closely with team members to address and resolve issues related to vendor logistics, office operations and maintenance, OPD SoCal computer labs, IT equipment, office moves, phone relocations, equipment inventory (IT and non-IT), complex client inquiries, drafting and editing of correspondence and reports, and consult with manager and team members on internal administrative/operational issues.
- Perform research, analyze current practices, and develop/recommend more effective and efficient methods of operation.
- Participate in outreach activities.
- Deliver, distribute, install, or store received orders/supplies/equipment/materials.
- Keep storage and supply areas stocked and organized.
- Maintain a checkout system for OPD audio-visual equipment.
- Maintain records, survey out equipment, and prepare records for confidential destruction.
- May provide computer, audio-visual or video conferencing assistance to instructors during classes.
- Perform special projects as required.

**10% In order to provide the best possible customer service and ensure comprehensive training, tools and guidance are provided to develop or enhance the knowledge and competency of DOJ employees, the AGPA will:**

- Communicate with program leaders requesting special training sessions and complete an information intake form. Work with managers and the OPD Scheduling Team to prioritize,

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monitor and ensure all special training requests are scheduled in a timely manner. After each special training request class is scheduled, incumbent will communicate to the customer any change in the status of the class (location, time, date, canceled, rescheduled, low enrollment issues, etc.). Maintain a spreadsheet containing the status of special training requests.

- Customize existing OPD class curriculum to meet specific program training needs, which may include meeting with the appropriate program staff to discuss goals and needs and researching available training.
- Receive, distribute, and maintain records of student class materials.
- Act as the point of contact, receive materials, set up classrooms, and coordinate training for vendor training providers.
- Analyze and evaluate post-class feedback provided by students and management and make recommendations for improvement of future class offerings to ensure quality, relevancy and improvement of training curriculum, exercises, and handouts.
- Work with OPD Operations Team in Sacramento to establish contracts with vendor training providers.
- Work as part of a team on specific assignments or projects as assigned and/or lead a team, as necessary.
- Provide assistance to other staff as needed.

**5% In order to ensure that the administrative aspects of this role are fulfilled, the AGPA will be expected to:**

- Participate in regular staff, curriculum review, and project meetings along with providing a written recap of action items when functioning as lead or backup.
- Prepare weekly project status reports and keep his or her Manager informed of progress on projects and efforts.
- Provide assistance to other staff as needed.
- Help administer OPD’s marketing and outreach efforts.

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*I have read and understand the essential functions and typical physical demands required of this job, and I am able to perform the essential functions with or without reasonable accommodation. (Refer to the Essential Functions Health Questionnaire, STD. 910.)*

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Employee Signature

Date

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Supervisor Signature

Date