



Proposed

HR Date: 10/24/19

HR Initials: RP.

Duty Statement

Request for Personnel Action (RPA) Number 1920-01304	Effective Date
Classification Title Associate Governmental Program Analyst	Position Number 564-186-5393-001
Working Title Trainer / Development Consultant	Bureau and Section BHRB/Personnel Resources Section/OEDS

Our mission is to help taxpayers file timely and accurate tax returns, and pay the correct amount to fund services important to Californians. In order to support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Fostering Diversity, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the direction of the Administrator I, this position works as a team member of the Organizational and Employee Development Services Unit (OEDS), leading organizational and employee development projects and programs. The incumbent carries out assigned activities in support of the department's employee and organizational development goals and specific program objectives, examples of which may include: identifying employee and organizational training and development needs and issues, generating and evaluating alternatives, recommending action, and developing and implementing solutions; identifying barriers to effective organizational change and assisting in the design and implementation of appropriate change management initiatives; developing and executing strategies and plans for program-related communications and marketing; and developing operational strategies to ensure the department's compliance with federal and state-mandated training. The incumbent regularly collaborates and works with, and may serve as a team lead for FTB staff and management at all levels and classifications. The incumbent researches issues and produces written analyses, issue papers, and other documents to assist in the development of recommended actions. The incumbent designs and conducts training needs assessments along with resulting courses and classes, and may be assigned difficult or sensitive activities such as individual management coaching and development.

Essential Functions

Percentage	Description
50%	<u>Training and Curriculum Developer/Instructor:</u> Works independently and collaboratively in researching, analyzing, planning, and developing and delivering training programs and processes, and other employee development solutions, to provide staff and managers with the necessary competencies to meet the Franchise Tax Board's current and future job demands. Develops more complex course material that may be delivered via instructor-led classroom training, and/or in a web or computer-based format. Evaluates and revises course offerings on an ongoing basis. Independently conducts needs assessments and analytical studies in support of ongoing training and development programs.
40%	<u>Employee and Organization Development Consultant:</u> Works individually and collaboratively with FTB training managers, business partners, staff, and others to; identify enterprise employee and organizational development needs; assesses the effectiveness of existing organizational and employee development solutions; research, analyze, plan and develop programs and processes to provide staff and managers with the necessary competencies to meet the Franchise Tax Board's current and future job demands. Serves on or leads project teams including managers and supervisors to develop solutions responsive to enterprise objectives, including workforce planning, succession planning, career planning, and leadership and skills development. Serves as a program coordinator related to workforce planning, employee development, or organizational

