

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS105270

DIVISION OR INSTITUTION
General Services Division

UNIT OR OFFICE
Business Operations

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20005612

Reclassification

New Position

Update

Position Hyperlinked to

Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

DAS FIN Training & Outreach Program Mgr.

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR

See Table of Organization

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt

Bargaining Unit 22

If FLSA Exempt, exemption type:
Administrative

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NORMAL WORKING HOURS (Explain unusual or rotating shift):

FROM: 8:00 a.m. TO: 5:00 p.m. & subject to overtime/call back 24X7.

Report-in location & work hours subject to change.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	Manages General Services Division (GSD) Customer Relationship Management (CRM) modules (i.e. Help Desk & Vendor Support) for OAKS Financials by developing & implementing state configuration policies & procedures (e.g., CRM workflow procedures, security levels & system training); provides analysis on configuration issues; conducts needs analysis; maps & validates data; creates test case scenarios for system & user acceptance; participates in design of screen & report layouts & identifies potential process improvements; analyzes & interprets business process related reports; monitors & analyzes training materials; monitors trends; manages CRM case resolutions & develops SWAT approach for aging cases.	Knowledge of: 1, 2, 3, 4, 5, 10*, 11*, (19) marketing techniques. Skill in: 12. Ability to: 13, 14, 15, 16, 18.
10	Serves as DAS GSD liaison for OAKS PMO, Internal Business Advisory Council (IBAC), Communities of Practice (CoP), business owners & agency customers to communicate & facilitate implementation of new OAKS procedures: develops & presents briefings depicting process change advantages; provides written & verbal communication updates to customers of OAKS modules; researches new methods for change management; answers inquiries regarding training policies & procedures on how to use e-learning & web-based tools for training development; schedules & sets up classes; disseminates information about training offerings; troubleshoots equipment problems & software used for designing; maintains records, files; completes other duties as assigned (i.e., special projects, research, reports).	Knowledge of: 1, 2, 3, 4, 5, 10*, 11*, 19. Skill in: 12. Ability to: 13, 14, 15, 16, 18.
5	Attends professional meetings, workshops, seminars, reviews books, publications for professional development: researches new methods for change management; troubleshoots equipment problems & software used for designing, developing & delivering training; answers inquiries regarding training policies & procedures on how to use eLearning & web-based tools for training development; schedules & sets up classes; disseminates information about training offerings; performs other related duties as assigned.	Knowledge of: 1, 2, 3, 4, 5, 10*, 11*, Skill in: 12. Ability to: 13, 14, 15, 16, 18.

*developed after employment.

List Position Numbers & Job Titles of Positions Directly Supervised:

See Table of Organization

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Jeffrey Westhouser/jc

8/27/12

JOB CODE
64655

JOB CODE TITLE
Training Supervisor

Apd. 8-29-12