100-000U

POSITION DESCRIPTION

AGENCY/DEPT ID Administrative Services DAS301620

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources	Learning & Professional Development	Franklin

POSITION NUMBER 20005929

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: Program Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20005924 Human Capitol Management Administrator 2

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified

Overtime: ☐ Eligible ☒ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit

NORMAL WORKING HOURS (Explain unusual or rotating shift): 8 - 5

JOB TITLE: Training Program Manager

JOB CODE: 64545

Appd 4/15/10 BMD

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
60	Acts as agency manager for the Human Resource Academy & Supervisory training programs: researches, develops & facilitates learning in human resources & supervisory training programs; manages internal & external instructors; develops & implements an evaluation system to determine the effectiveness of programs; establishes a measurement system to ensure continuous improvement of programs; actively researches best practices for the human resource industry & recommends policy & procedure changes to enhance effectiveness of all assigned programs; partners with internal & external agency subject matter experts to develop system wide supervisory training; serves as a member of the management team responsible for all statewide human resources, organizational & employee development programs (with special emphasis placed on the Ohio Certified Public Manager Program, Human Resource Academy, Professional Development Program, Project Management, Supervisory Training, Professional Administrative Support Services (PASS) & Human Capital Management-Ohio Administrative Knowledge System (HCM/OAKS)); recommends program revisions; researches, develops, designs & delivers statewide training course materials on a variety of topics as directed; conducts statewide training on course materials purchased through vendors; formulates & implements applicable policies & procedures; creates marketing & promotional materials (e.g. letters, brochures, pamphlets, registration forms); develops informational presentation(s) & strategies to promote curriculum; provides program curriculum recommendations (e.g., add, delete, or reformat curriculum for distance & e/Learning); travels to various sites to deliver training programs; researches & analyzes existing & new programs to determine improvements & recommend enhancements.	Knowledge of : (1) training & organizational development; (2) adult learning techniques & styles; (3) platform training skills; (4) curriculum design; (5) human resources policies & procedures; (6) supervision techniques & principles; (7) program/project management; (8) agency policies & procedures, (9) government structure*, (10) research & analysis techniques; (11) human resource management. Skill in: (12) operation of personal computer & related hardware/software (e.g. MS Word, Excel, Powerpoint, Adobe Captivate, Dreamweaver). Ability to: (13) formulate & work through project plans; (14) work well with agency liaisons, vendors, customer feedback; (15) define problems, collects data, establish facts, draw valid conclusions & initiate solutions; (16) implement program areas; (17) obtain & maintain valid Ohio Driver's License, (18) prepare & deliver presentations/speeches to diverse audience(s). *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	[signature]	4/15/10

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JOB CODE 64545

Appd 4/15/10 BMS

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Manages program expansion (e.g. identifies educational partnership opportunities; previews & selects additional training sites) & recommends programmatic revisions/enhancements; plans, develops & implements marketing & public relations for programs; selects & approves all marketing & public relations materials (e.g. course catalogs, brochures, Web pages, pamphlets & registration materials); applies policies & procedures governing program operations &/or implementation of new programs; develops & implements applicable policies & procedures.	Knowledge of: 1, 2, 3 , 4 , 5, 8*, 9*, (19) marketing techniques. Skill in: 12 Ability to: 13, 14, 15, 16, 17, 18.
10	Develops oversees &/or implements procedures for student registration, tracking, testing, scheduling & evaluation for assigned programs; conducts research & analysis & provides results to training administrator (e.g. comparison studies with other states, private sector, best practices & trends in training & organizational development); maintains participant program records & course evaluation data; prepares written reports on program statistics as needed; operates personal computer to generate various reports, e-mail, correspondence & other related program documents (e.g. annual/quarterly status reports, student evaluation, program effectiveness & other customer satisfaction & training evaluation summary reports); serves as consultant to assist customer agencies in selection of organizational development training programs that support their mission &/or goals.	Knowledge of: 1,4,5,7, 8*, 9*, 18. Skill in: 12 Ability to: 13, 14, 15, 16, (20) use proper research methods in gathering data; (21) prepare meaningful, concise & accurate reports.
5	Performs other duties as assigned.	Knowledge of: 1, 2, 3, 4, 5, 6, 7, 8*, 9*, 10, 11. Skill in: 12. Ability to: 13, 14, 15, 16, 17, 18. *developed after employment Position requires travel.

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: [signature]

DATE: 4/15/10