

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
Human Resources

UNIT OR OFFICE  
Training & Development

State Agency    County Agency    New Position    Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Program Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20005924 (26000.0) Human Resources Manager 4

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
8:00 a.m. - 5:00 p.m.

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
35	<p>Acts as program manager for the People Matter Series training programs (e.g., Developing People, Career Planning &amp; Management, Change Management, Effective Communication, Building Commitment, Taking Charge of Change and Effective Leadership Skills); develops &amp; implements an evaluation system to determine the effectiveness of programs; establishes a measurement system to ensure continuous improvement of programs; recommends policy and procedure changes to enhance effectiveness of programs offered; serves as member of management team responsible for all statewide human resources, organizational &amp; employee development programs (e.g., Ohio Certified Public Manager Program, Human Resource Academy, Essentials of Management, Exempt Professional Development Program, Professional Administrative Support Program, Project Management Program, Myers-Briggs Type Indicator, Is Supervising for Me?) sponsored by Ohio Department of Administrative Services for eligible government (e.g., local, county &amp; state) employees; develops &amp; delivers statewide training course materials as directed; conducts statewide training on course materials purchased through vendors; formulates &amp; implements applicable policies &amp; procedures; creates marketing &amp; promotional materials (e.g., letters, brochures, pamphlets, registration forms); develops informational presentation(s) &amp; strategies to promote the curriculum; creates &amp; keeps Web site updated; provides program &amp; curriculum recommendations (e.g., to add or delete curriculum); travels to various sites to deliver training programs; recommends program revisions; researches &amp; analyzes existing &amp; new programs to determine improvements &amp; recommends enhancements.</p>	<p>Knowledge of: (1) training &amp; organizational development; (2) adult learning techniques &amp; styles; (3) platform training skills; (4) curriculum design; (5) public &amp; human relations; (6) supervision techniques &amp; principles; (7) program/project management; (8) agency policies &amp; procedures*, (9) government structure &amp; process*, (10) research &amp; analysis techniques. Skill in: (11) operation of personal computer &amp; related software (e.g., MS Word, Excel, Powerpoint). Ability to: (12) formulate &amp; work through project plans; (13) work well with agency liaisons, vendors, customer feedback; (14) define problems, collect data, establish facts, draw valid conclusions &amp; initiate solutions; (15) implement program areas; (16) obtain &amp; maintain valid Ohio driver's license, (17) prepare &amp; deliver presentations/speeches to diverse audience(s).</p>
15	<p>Manages program expansion (e.g. identifies educational partnership opportunities; previews &amp; selects additional training sites) &amp; recommends programmatic revision/enhancements; plans, develops &amp; implements marketing &amp; public relations for programs; selects &amp; approves all marketing &amp; public relations materials (e.g., course catalogs, brochures, web pages, pamphlets &amp; registration materials); plans &amp; manages conferences &amp; events to promote programs; applies policies &amp; procedures governing program operations, &amp;/or implementation of new programs; develops and implements applicable policies and procedures.</p>	<p>Knowledge of: 1, 2, 3, 4, 5, 8, 9, (18) marketing techniques. Skill in: 11. Ability to: 12, 13, 14, 15, 16, 17.</p>

\* developed after employment

List Position Numbers and Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*[Handwritten Signature]*

3/20/08

POSITION NUMBER  
20005931 (26105.0)

JOB CODE TITLE  
Management Analyst Supervisor 2

JOB CODE  
63215

APD 4-28-08

# POSITION DESCRIPTION

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POSITION NUMBER  
20005931 (26105.0)

USUAL WORKING TITLE OF POSITION  
Program Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20005931 (26000.0) Human Resources Manager 4

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

JOB CODE TITLE  
Management Analyst Supervisor 2

JOB CODE  
63215

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
25	Formulates, implements, and communicates educational assistance program policies and procedures for exempt employees in accordance with applicable state laws & rules (e.g. tuition reimbursement; computer purchasing by exempt employees; professional development events); recommends revisions to policies as necessary; serves as chair of statewide advisory committee; works with committee to resolve issues related to professional development programs; creates & maintains positive rapport with advisory committee.	Knowledge of: 1, 5, 8*, 9*, 10, 18 Skill in: 11 Ability to: 13, 14, 15, 17.
15	Develops oversees &/or implements procedures for student registration, tracking, testing, scheduling & evaluation for assigned program area; 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 record & 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: 11 Ability to: 12, 13, 14, 15, (19) use proper research methods in gathering data; (20) prepare meaningful, concise & accurate reports.
10	Performs other related duties as assigned (e.g., attends seminars & conferences to keep abreast of trends in training & development field; acts as public speaker, trainer or facilitator. Conducts research & identifies useful emerging strategies to benchmark progress of Ohio programs; gathers related research to assist administrator.  Position is overtime exempt. Position requires travel.	Knowledge of: 1, 2, 3, 4, 5, 7, 8*, 9* Skill in: 11. Ability to: 12, 13, 14, 15, 16, 17, 19.  *developed after employment

List Position Numbers and Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



3/27/08

APD 4-28-08