100-000R

POSITION DESCRIPTION

AGENCY/DEPT ID
Administrative Services
DAS301620

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

POSITION NUMBER 20005931

☐ 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 Training Academy Program Director

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified

Overtime: ☐ Eligible ☒ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit

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

JOB TITLE: Training Program Manager

JOB CODE: 64656

Appd 11/22/10 BMD

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
50	Serves as program manager for the Leadership Training Program (e.g., communication skills, conflict management, risk taking, leadership styles, performance management, team development/building, coaching, accountability, professional development, strategic planning) for more experienced Managers: plans & develops curriculum & facilitates learning programs at multiple sites; develops & implements an evaluation system to determine the effectiveness of programs; establishes a measurement system to ensure continuous improvement of programs; develops policy & procedure changes to enhance effectiveness of programs offered; researches, develops, designs & delivers statewide training course materials as directed; conducts statewide training on course materials purchased through vendors; serves as member of management team responsible for all statewide human resources, organizational & employee development programs (with special emphasis placed on the Ohio Certified Public Manager Program, Human Resources Academy, Exempt Professional Development Program, Leadership, Project Management, PASS & Myers-Briggs Type Indicator, E-learning & Learning Management System (ELM)) sponsored by Ohio Department of Administrative Services (DAS) 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., to add, delete, or reformat curriculum for distance &/or eLearning); travels to various sites to deliver training programs; recommends program revisions; researches & analyzes existing & new programs to determine improvements & recommends enhancements.	Knowledge of: (1) training & organizational development; (2) adult learning techniques & styles; (3) platform training skills; (4) curriculum design/instructional design; (5) e-learning; (6) public & human relations; (7) supervision techniques & principles; (8) program/project management; (9) agency policies & procedures*, (10) government structure & process*, (11) research & analysis techniques. Skill in: (12) operation of personal computer & related software (e.g., MS Word, Excel, Powerpoint, Camtasia, Adobe Captivate). Ability to: (13) formulate & work through project plans; (14) work well with agency liaisons, vendors, customer feedback; (15) define problems, collect 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: B Richardson

DATE: 11/22/10

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Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
Program Manager	20005924 Training Academy Program Director

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	Overtime: ☐ Eligible ☒ Exempt If FLSA Exempt, exemption type:	Bargaining Unit Page 2 of 2

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

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
35	Manages program expansion: identifies educational partnership opportunities; previews & selects additional training sites; recommends programmatic revision/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); plans & manages conferences & events to promote programs (e.g., education fairs, training fairs); applies policies & procedures governing program operations, &/or implementation of new programs; develops & implements applicable policies & procedures; 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, 2, 3, 4, 5, 6, 9*, 10*, (19) marketing techniques. Skill in: 12. Ability to: 13, 14, 15, 16, 17, 18, (20) use proper research methods in gathering data; (21) prepare meaningful, concise & accurate.
15	Performs other related duties as assigned; 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 training programs; gathers related research to assist administrator. Helps out when needed with all other programs.	Knowledge of: 1, 4, 5, 6, 8, 9*, 10*, 19. Skill in: 12 Ability to: 13, 14, 15, 16, reports.
	Position is overtime exempt. Position requires some travel.	*developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	[signature]	11/22/10