

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS301610
DIVISION OR INSTITUTION Human Resources Division	UNIT OR OFFICE Learning & Professional Development	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005937  JOB CODE 64656 JOB CODE TITLE Training Program Manager  <i>App'd 2.19.14</i>	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt  If FLSA Exempt, exemption type:	Bargaining Unit 22 PR 14 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m.    TO: 5:00 p.m.			
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
55	On behalf of the Department of Administrative Services (DAS), Human Resource Division (HRD) serves as a program manager for the Learn It Ohio Program: responsible for developing &/or presenting instructions to internal & external customers on how to utilize the Skill Soft program within the Learn It Ohio program; responsible for implementing & administering updates of the E-Learning Program for all eligible state of Ohio employees (e.g., instructional lead courses, books, videos, etc.); implements policies & procedures (e.g., Learn It Ohio); plans, develops, directs & implements marketing & public relations for program; develops strategies to market, expand & implement programs, selects & approves all marketing & public relations materials (e.g., course catalogs, program marketing materials, multi-media presentations, news releases & other promotional activities for programs); plans & manages conferences & events to promote program; maintains the database for the Skill Soft software, as well as troubleshoots issues for customers; works to develop new users & course work updates for certification programs & degree development; makes recommendations to administrator regarding program needs & improvements (e.g., expanding libraries to existing menu & proposing &/or creating new Skill Soft learning programs); serves as a liaison with program vendor (e.g., attends meeting, conference calls & initiates discussions as needed); reviews & approves vendor invoices; provides staff support; provides support to other OLPD training programs (including, but not limited to: designing & developing curriculum, facilitating classes, evaluating & marketing);	<b>Knowledge of:</b> (1) oral & written communication tools & techniques; (2) customer support & personal service; (3) agency policies & procedures*; (4) methods & approaches for sharing/distributing information through the use of IT assets; (5) training & organizational development; (6) adult learning techniques; (7) program/project management. <b>Skill in:</b> (8) operating computer & other electronic equipment needed for training purposes; (9) reading comprehension; (10) PowerPoint presentations; (11) time management; (12) facilitating meetings; (13) troubleshooting; (14) critical thinking. <b>Ability to:</b> (15) define problems; (16) collect data; (17) establish facts and draw valid conclusions; (18) prepare meaningful, accurate and concise reports; (19) prepare budgets & monitor expenditures; (20) communicate effectively with agency liaisons, vendors, customers & general public; (21) manage multiple demands or tasks on projects; (22) gather customer feedback.  *developed after employment.		
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	DATE	
		<i>[Signature]</i>	2-19-14	

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<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	35	Responsible for updating & providing improvement of all material relating to the E-Learning Site (e.g., course catalog, My Plan, My Progress, InGenius, book24/7 & the SkillPort Platform); assist in developing agency work groups to assist assigned teams in conjunction with Skillsoft new course development & creating/designing updated course work for job enhancement/certification programs; responsible for developing & sending out email notifications/surveys to participants, as well as monitoring system performance feedback; makes recommendations for process improvement & needs of E-Learning site; maintains user access databases for other Research & Advisory services & provides customer support as necessary.	<b>Knowledge of:</b> 1-7 <b>Skill in:</b> 8-14 <b>Ability to:</b> 15-22	
	10	Attends seminars & conferences to keep abreast of trends in training & development field; acts as a public speaker, trainer or facilitator; conducts research & identifies useful emerging strategies to benchmark progress of training programs; gathers related research to assist administrator; performs other related duties as assigned; tracks training metrics (e.g., quarterly report) & prepares reports as requested by administrator regarding impact of training programs to the organization.	<b>Knowledge of:</b> 1-3, 5-7 <b>Skill in:</b> 8, 11, 14 <b>Ability to:</b> 20-22  *developed after employment	
JOB CODE TITLE 64656 <i>Lead</i> 2.19.14 Training Program Manager	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	
			DATE 2-19-14	