POSITION DESCRIPTION

		AGENCY/DEPT ID DAS/DAS105000
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE Business Operations	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20074691

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
DAS FIN Training Officer	See Table of Organization

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00a.m. TO: 5:00p.m. Report in location & work hours subject to change.

JOB CODE TITLE Training Officer

JOB CODE 64652

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
30	Independently assesses training needs for DAS FIN Program Management Office in order to plan training activities to meet those needs: develops training materials for Ohio Administrative Knowledge System (OAKS) Financial modules (e.g., e-Procurement, Strategic Sourcing, Asset Management, e-Marketplace); writes, designs, & develops training curriculum; develops web-based training, webinars, pamphlets, programs & training materials for statewide use; reviews & revises training materials; conducts training needs assessments.	Knowledge of (1) agency policies & procedures*; (2) customer service; (3) business administration; (4) applicable state & federal laws, procedures & standards governing public procurement; (5) public relations; (6) training techniques & instructional design methodology. Skill in (7) operation of personal computer & associated hardware/software (e.g., Word, XP Professional, Excel, PowerPoint, Outlook, Internet Explorer, Visio, Captivate*, Dreamweaver*, PeopleSoft Enterprise Applications*); (8) operation of audio visual & training equipment & presentation software (e.g., LCD projector, laptop computer); (9) conducting needs assessments. Ability to (10) handle sensitive telephone & face-to-face inquiries & contacts with public & government; (11) write memos, reports & learner guides; (12) speak before general public; (13) write & deliver training information; (14) define problems, collect data, establish facts & draw valid conclusions; (15) gather, collate & classify information according to established methods; (16) maintain accurate records; (17) use proper research methods in gathering data; (18) communicate clearly & effectively; (19) interact with individuals at various educational levels; (20) obtain & maintain valid driver's license. * developed after employment.

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		11/3/14

Upd 11.3.14 (ce)

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS/DAS105000

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
General Services Division	Business Operations	Franklin

POSITION NUMBER 20074691

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
DAS FIN Training Officer

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
See Table of Organization

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00a.m. TO: 5:00p.m. Report in location & work hours subject to change.

JOB CODE TITLE Training Officer

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
30	Researches & analyzes OAKS Financial modules (e.g., e-Procurement, Strategic Sourcing, Asset Management) in order to provide case management & resolution of complex internal issues: uses OAKS Customer Relationship Management (CRM) system to provide assistance & information to state agencies, employees & vendors in response to telephone, written & in-person inquiries; responds to requests for information & conducts system support for end-users (i.e., presents one-on-one training); consults with OAKS functional teams on complex issues; measures & evaluates CRM case flow.	Knowledge of 1, 2, 3, 4, 5, 6 Skill in 7, 8, 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17, 18, 19
30	Plans, schedules & conducts training programs: develops materials & conducts training sessions & labs; coordinates promotional displays & materials; coordinates training logistics; delivers training information to various end-users; communicates OAKS system features.	Knowledge of 1, 2, 3, 4, 5, 6 Skill in 7, 8, 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20
10	Maintains records & reports on DAS FIN training activities & communicates training information: uses OAKS Enterprise Learning Management (ELM) system to schedule employees to attend training sessions; compiles training data; prepares correspondences; disseminates information regarding scheduling & course materials; maintains employee training files; creates & implements surveys; analyzes data; presents results in clear & efficient manner & assists in administering the outcomes; seeks & reports ongoing customer feedback to work unit & implements solutions. Will require travel.	Knowledge of 1, 2, 3, 4, 5, 6 Skill in 7, 8 Ability to 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20 *developed after employment.

JOB CODE 64652

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 11/3/14

Appd 11.3.14 (e)