

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS/DAS105000

DIVISION OR INSTITUTION
General Services Division

UNIT OR OFFICE
Business Operations

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20074979

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

Bargaining Unit 14

If FLSA Exempt, exemption type:

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 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.

JOB CODE TITLE
Training Officer

JOB CODE
64652

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Enriquez

8/14/10

Appl 5-4-15 (cc)

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

POSITION NUMBER 20074979 JOB CODE TITLE Training Officer JOB CODE 64652	<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 DAS FIN Training Officer		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 checked="" type="checkbox"/> Eligible <input type="checkbox"/> 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 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.	
	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 5/14/15

Apd 5.4.15 (cc)