



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:

This position is:

- Classified
Unclassified
Executive Service
Mgmt Svc - Supervisory
Mgmt Svc - Managerial
Mgmt Svc - Confidential

Agency: Department of Consumer & Business Services

Facility: Labor & Industries Building

- New
Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Learning and Development Specialist 2
b. Classification No: C1338
c. Effective Date: 6/1/2026
d. Position No: 3000.038
e. Working Title: System and Software Trainer
f. Agency No: 44000
g. Section Title: Modernization
h. Budget Auth No: 001441576
i. Employee Name:
j. Repr. Code: OAS
k. Work Location (City - County): Salem - Marion
l. Supervisor Name: Heather Williamson

m. Position: Permanent, Seasonal, Limited Duration, Academic Year, Full-Time, Part-Time, Intermittent, Job Share

n. FLSA: Exempt, Non-Exempt, If Exempt: Executive, Administrative, Professional, Computer
o. Eligible for Overtime: Yes, No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The Department of Consumer and Business Services (DCBS) is Oregon's largest business regulatory and consumer protection agency. The department administers state laws and rules to protect consumers and workers in the areas of workers' compensation, occupational safety and health, financial services, insurance and building codes.

DCBS consists of the Workers' Compensation Division; Oregon Occupational Safety and Health Division; Division of Financial Regulation; Building Codes Division; Small Business Ombudsman; and Ombudsman for Oregon Workers. The department provides shared services to all divisions through the Director's Office and Central Services Division. The department also provides shared services to the Workers' Compensation Board. DCBS employs 950 employees and has a biennial operating budget of approximately \$685 million.

The Workers' Compensation Division administers, regulates, and enforces the law to protect benefits related to workers' on-the-job injuries and illnesses, while providing a positive business climate for Oregon businesses. Workers, employers, insurance companies, medical and vocational providers, attorneys, service companies and others participate in the workers' compensation system. The division has 175 positions and a biennial operations budget of approximately \$60 million. The division is led by the Administrator's Office and is organized into four sections: Modernization Operations, Performance, and Resolution.

WCD's mission: "We ensure an equitable workers' compensation system for all."

The Modernization Program supports the division and its mission by providing continuous evaluation of division processes and systems that directly support strategic initiatives and transformation that will grow capability and capacity of internal and external functions, process improvement of business processes, and implementation of technologies that enhance the workers' compensation system for stakeholders resulting in increasing regulatory efficiencies, reducing regulatory burdens, and overall improved delivery of services.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

This position will serve as a dedicated system trainer for both new employees and also for support and retraining of current employees. This position will be responsible for developing the training plan and training strategy, conducting assessments, developing training materials and guides, adapting instructional content and delivery methods for various levels of knowledge and learning styles, developing metrics to assess needs and effectiveness, plan execution, and evaluation. This position will serve as a valuable resource to division leadership, team members, and external stakeholders. This position will partner closely with a wide variety of cross-functional teams and resources to gather information, validate training material, and assist with the development of OCM/communications to support all phases of the training plan. ..

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "Essential" (E) or "Non-Essential" (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
Ongoing			<p><i>Perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations. Develop good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrate openness of constructive feedback and suggestions, in an effort to strengthen work performance. Contribute to a positive, respectful and productive work atmosphere.</i></p> <p><i>Foster and promote the importance and value of a diverse, discrimination and harassment free workplace. Respect diversity of opinions, ideas, and cultural differences. Support outreach and diversity related efforts in order to diversify the workforce.</i></p> <p><i>Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.</i></p>
65%		E	<p>Training Plan, Strategy, and Execution</p> <p>Responsible for the development and execution of training in support of a large-scale IT system replacement project.</p> <ul style="list-style-type: none"> • Provide leadership, guidance and direction for the training plan and strategy. • Manage training plan for the life of the project and will perform similar duties varying levels of complexity for future modernization efforts • Coordinate with business and technical leads to identify and track cross-team dependencies • Conduct training needs assessment(s) • Develop and collect metrics to evaluate training effectiveness, training support levels, end user proficiency, and identify additional training needs. Provide data in support of key performance indicators (KPMs) as established. Responsible for overall effectiveness of training for both division team members and external stakeholders. • Engage members of the modernization project team, OCM, external user support coordinator, project managers, business analysts, technical resources as well as

			<p>division subject matter experts (SMEs) to gather information and validate training material accuracy</p> <ul style="list-style-type: none"> • Coordinate with OCM lead to track progress of training against the OCM plan and collaborate on necessary updates and/or changes. • Identify and communicate training risks, and issues to project managers, program manager, testers, technical leads, external user support coordinator and OCM lead and collaborate on appropriate mitigation strategies. • Develop and lead Train-the-Trainer sessions • Establish the training program evaluation and support evaluation activities • Serves as the point of contact to address and resolve training issues and concerns. Must be responsive and take the initiative to resolve issues and make improvements to overall training plan if needed for training effectiveness or to better meet user training needs
15%		E	<p>Instructional Design/Training Logistics</p> <ul style="list-style-type: none"> • Adapt instructional content and delivery methods for different levels of knowledge, positions, and learning styles • Advise project managers, OCM lead, program manager, tester, and technical leads on training environment setup and data population activities • Assist with end-user training sessions
10%			<p>Training Support for New Team Members, Division Leadership, and SMEs</p> <ul style="list-style-type: none"> • Provide training support and guidance to division leadership • Provide training support for SMEs • Execute new employee training plan and provide support and guidance for the plan execution
10%			<p>Other Duties Participate in division activities which seek to improve communications, work processes, customer service, and outcomes supporting the division's mission and strategic goals. Employees may be assigned such activities by management or may elect to participate in such activities with management approval. Communicate with managers and other employees within the agency to identify, assess, and resolve problems affecting work processes, outcomes, and policy issues in a manner which reflects and models constructive candor and positive regard for coworkers.</p>
<u>100%</u>			

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Primarily sedentary work during daytime, weekday hours. Sitting at a desk for extended periods of time, reading, modifying data, retrieving information, and/or creating word processing documents on a personal computer;. Occasional reaching, stooping, bending, or lifting of not more than 10 pounds. Extensive telephone and electronic communication volume. Frequent attendance in staff and committee meetings in the building or off-site locations. May be exposed to conflicting needs or priorities of the various parties. Often must work against imposed deadlines or with short notice, which may require schedule adjustments or overtime. Occasional travel to attend off-site meetings, training, or seminars; to meet with external parties; or to perform research.

This position is eligible for remote work on a part-time basis once the incumbent has gained the proficiency to perform work independently. The employee will be required to be in office to support in-person training needs, training materials, and delivery of training and other activities associated with active training activities and execution.

SECTION 5. GUIDELINES

- a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Oregon Revised Statutes
 Oregon Administrative Rules
 DAS/DCBS/WCD Policies and Procedures
 WCD bulletins and forms
 Agency Policies/Procedures
 Unit Procedures
 Enterprise Information Services Modernization publications
 Implementation vendor – system/platform training materials
 Training tools, materials and other items as needed for development, execution and evaluation of training plan.

- b. How are these guidelines used?

To ensure the project training outcomes are positive, effective at meeting user needs and training targets, meet program requirements, performance requirements and are consistent with state policies, rules and law.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Division team members	Phone, in-person, correspondence	Execute training plan, lead training sessions, provide training materials, gather input and feedback and determine activities/mitigations/additional training pathways as needed Serves as the main point of contact to address training questions, issues and requests	Monthly (more frequent during active training sessions)
Public including workers, insurers, employers, other stakeholders	Phone, in-person, correspondence	Conduct training sessions and provide training materials to division stakeholder environment	Monthly (more frequent during active training sessions)
Division leadership and project leadership (including IT professional service and vendor resources)	Phone, in-person, correspondence	Provide information and guidance regarding training plan development, strategy, execution and evaluation. Coordinate as needed to assess needs, gather input and collaborate on training strategies.	Monthly (more frequent during active training sessions)

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Decision: This position is responsible for developing training plans, strategy and driving plan execution. This position is responsible for overall effectiveness of training for both division team members and external stakeholders. The ability to maintain a calm, professional demeanor while understanding change resistance, frustration, as well as different knowledge levels, specific roles, and learning styles and needs will be critical. This position must make quick decisions regarding the need to tailor training delivery, materials or structure based on the activities in the sessions and evaluation metrics. This position must use independent judgement in interpreting needs, responding to user training needs, and making changes to materials, delivery or activities to ensure that user training needs are met and issues are addressed and resolved.

Effect: Failure to provide effective training and support to division team members and external stakeholders may lead to lack of adoption and usage of the modernized system. Failure to adequately prepare users, address critical issues and needs and be responsive to user questions and issues may increase change resistance, lack of trust and lead to a negative workplace culture.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Compliance and Regulatory Manager 2	3000.033	Team meetings, one-on-one discussion and review of work product	Daily	To ensure highly functioning and customer service-focused external user support.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? 0
 How many employees are supervised through a subordinate supervisor? 0

- b. Which of the following activities does this position do?
- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

Special Requirements:
 Position is subject to a criminal background check.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

_____ Employee Signature	_____ Date
<i>Samantha Powell</i>	3/19/2025
_____ Appointing Authority Signature	_____ Date

_____ Supervisor Signature	_____ Date
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