



# State of Oregon Position Description

**Company:** Department of Administrative Services  
**Organization:** CHRO Workforce Development - DAS  
**Service Type:**

## SECTION 1. POSITION INFORMATION

<b>Job Profile Title:</b>	Workforce Development Coordinator	<b>Job Profile ID:</b>	1326
<b>Business Title:</b>	Operations & Policy Analyst 3 (Unfilled)	<b>Position ID:</b>	000000159278
<b>Employee Name:</b>		<b>Company ID:</b>	10700
<b>Representation:</b>	MMN	<b>Budget Auth No:</b>	1415833
<b>Location:</b>	Salem   DAS   Executive Building		
<b>Supervisor:</b>	Krista Campbell (Human Resources Administrator 1)		
<b>Position:</b>			
<b>Time Type:</b>	Full Time		
<b>FLSA:</b>	Exempt		
<b>Exempt Reason:</b>	Administrative Exemption		
<b>Overtime Eligible:</b>	No		
<b>Employee Type:</b>	Permanent		

## SECTION 2. JOB DESCRIPTION SUMMARY

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

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The Department of Administrative Services (DAS) is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

DAS provides a stable management infrastructure and essential business services including technology, financial, procurement, publishing/distribution, human resources and facility asset management. These services support and enable state and local government agencies to carry out their missions, benefiting all Or To accomplish its mission, DAS partners with private enterprise, citizens, customer service boards and other governmental entities to ensure efficient and effective delivery of government services. The office of the Chief Operating Officer ("COO"), a central component of DAS, unites statewide solutions through team leadership.

The COO office coordinates work teams and initiatives that cross jurisdictional and agency boundaries with a goal of achieving transformative, long-term change and developing an agile organization that is able to meet current and future challenges. The Chief Human Resource Office (CHRO) provides enterprise-wide policy leadership necessary to maintain a reliable and qualified workforce for the state of Oregon. The Office's centralized policy functions enable executive branch agencies to share resources and expertise with which to manage their human resource assets and capital in a cost-effective way. Specific policy functions are within Labor Relations, Statewide Workforce Development, Executive Recruitments, Classification and Compensation, Human Resource Policy Management and other related policies associated with human resource administration and development.

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:

Advance the mission, goals, and policies of the State, to improve the management of state government by serving as an executive level consultant for the most complex, multi-disciplinary, enterprise-wide workforce development projects. This position manages and facilitates the continuous design, review, evaluation and updating of workforce development policies, workforce strategies, and workforce projects. Evaluates the alignment of policy with rules, regulations, and best business practices. Leads enterprise-wide efforts to establish workforce policy and direction for agencies. Identifies training and development needs in agencies; develops, delivers, and continually enhances comprehensive statewide training programs; collaborates with other training entities both inside and outside of state government to make the most effective use of training resources and to ensure access to high quality training for state employees; and provides facilitation services and project management support to state executives, managers, and agencies as a means of assisting in the improvement of their overall effectiveness. This position specializes in eLearning methodologies, tools, policies, and practices.

## SECTION 3. JOB DESCRIPTION

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.

### **65% - R - E Management and Workforce Training Programs**

Design, develop and manages statewide training programs. Major duties include:

- Designs and develops a instructor-led and asynchronous course(s) which includes: performing a training needs assessment; leading a statewide subject matter expert group to determine the learning objectives and topics to be covered based on results of the needs assessment; design the training materials which includes visual aids, instructor guide, student manual, activities, evaluation tools, etc.; identify instructors to deliver the training program; work with instructor(s) to cover all the training materials and how the training should be delivered; assists in the piloting and evaluation of training program(s); evaluate feedback and results from the pilot; and update training program(s) based on feedback.
- Creates yearly schedule; issue work order contracts and amendments as needed with Chemeketa for training delivery; oversee all administrative tasks delegated to the program coordinator and administrative support; assist participants and answer any questions that the program coordinator and administrative support cannot help with; monitor participant feedback and deal with any issues as necessary; maintain feedback loop with instructors.

### **30% - R - E Project Management & Business Analysis Training Programs**

This position provides review and feedback on the content to ensure it aligns with the State's and the Project Management Institutes standards. Major duties include:

- Creates yearly schedule; issue work order contracts and amendments as needed with Willamette University for training delivery; oversee all administrative tasks delegated to the program coordinator and administrative support; assist participants and answer any questions that the program coordinator and administrative support cannot help with; monitor participant feedback and deal with any issues as necessary; maintain feedback loop with instructors.

**5% - N - NE** Other duties as assigned

## 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.**

This position involves frequent contact with executives, management, and staff both internal and external to the organization. It requires working with a variety of people and situations, which requires the incumbent to exercise diplomacy. Confidentiality of information must be maintained at all times. This position requires the ability to work on multiple tasks simultaneously, sometimes within short time frames, and interface effectively with business partners. It requires maintenance of tight deadlines and close coordination of a large number of tasks. Often travel to meetings is required with some travel to trainings. There can be frequent interruptions, demanding timeframes, and non-traditional working hours. At times, weekend and evening work is required to meet customer demands and department deadlines. This position requires significant use of a computer and video-conferencing.

Where an employee's duties can be successfully performed away from their central workplace, an employee is eligible for remote work, upon agency approval.

This position is suitable for remote work options.

There may be times that a position or an individual must be located full-time, on-site, within traditional business hours. Times when on-site presence can be required include but are not limited to training, performance, business alignment, accommodations, or resource availability.

To be eligible for remote work, staff must have a home workspace that meets all applicable technology, security and safety requirements including the ability to provide protection of confidential information. Staff are responsible for obtaining an appropriate broadband internet connection for working remotely.

Staff working remote shall:

- Meet all responsibilities and perform all duties as if their role was performed in a traditional work setting.
- Comply with all agency policies, guidelines, and management directives.
- Maintain a professional demeanor in the performance of all duties.
- Meet and maintain performance expectations.
- Be available each week during established work hours, as determined by the business need.

DAS is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by DAS. You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment.

Working in a team-oriented environment requires participative decision making and cooperative interactions among staff and management. This includes maintaining regular and punctual attendance; performing all duties in a safe manner; and complying with all policies and procedures.

## SECTION 5. GUIDELINES

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

- State laws, rules and policies, Federal laws and acts, that are relative to the practice of workforce development and management in state government.
- Current management theories and practices.
- Project Management processes and practices.
- Adult learning theory and practice.
- Training development and design strategies that maximize the transfer of key learning to adult learners.

- Organizational culture of various state agencies within which work is completed.
- The principles and practices of organizational development.

#### **How are these guidelines used?**

- Create and update workforce development policy, procedure and practice.
- Provide guidance and information on training content areas.
- Provide process for working with agencies on project management.
- Assist in successfully designing, developing, and delivering relevant training programs.
- Reference resources for class participants.
- Guidelines must be adapted or applied to specific situations to answer questions and facilitate problem-solving for participants and agency consultation customers.

## **SECTION 6. WORK CONTACTS**

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

<b>Who</b>	<b>How</b>	<b>Purpose</b>	<b>How Often?</b>
Instructors/Contracted Trainers	In Person, by mail, email or telephone	Provide information on training programs, discuss best practices, share resources	Regularly
Learning Partners	In Person, by mail, email or telephone	Provide information on training programs, discuss best practices, share resources	As Needed
State Managers	In Person, by mail, email or telephone	Provides guidance and information on training content areas. Provide process for working with agencies on project management. Assists in successfully designing, developing, and delivering relevant training programs.	Regularly
State Training Managers	In Person, by mail, email or telephone	Provide information on training programs, discuss best practices, share resources	Monthly
Subject Matter Experts	In Person, by mail, email or telephone	Discuss training content and learn current practices.	Regularly
Training Participants	In Person, by mail, email or telephone	Provide training to increase skills of state managers and employees. Facilitate discussions on issues and provide participants with developmental resources	Weekly

## **SECTION 7. POSITION RELATED DECISION MAKING**

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

The incumbent works with a great deal of latitude to determine the needs of the state enterprise and to recommend high level strategies and policies to implement assigned projects. Broad professional judgment and discretion is exercised when formulating/ planning and carrying out assignments, including modifying their scope and schedule as circumstances require. Work products are expected to be finalized and submitted at a level of quality that requires little modification or significant change.

The incumbent provides consultation for the executive management through state government, statewide and local initiatives, programs, strategic initiatives, policies and activities. Work is conducted in an environment characterized by general supervision and broad policy guidance, with wide latitude for independent decision-making and collaboration across the enterprise and with relevant external stakeholders and other Federal or State agencies, congruent with established priorities, policies, practices, and guidelines.

The incumbent assesses, evaluates, and recommends ideas and policies on content areas, teaching strategies, new curriculum development, marketing strategies, and program integration. Provides advice, recommendations, interpretations, and consulting to agency managers and participants regarding project management, use of training resources, and web-based training information and programs.

Decisions are viewed by state agencies as representing DAS and state policy direction. Inaccurate information could result in state managers implementing inappropriate or illegal practices.

## SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Human Resource Administrator 2	011282	In Person, by mail, email or telephone	Regularly	Regular check ins; Review and progress of work and quarterly check ins

## SECTION 9. OVERSIGHT

What are the oversight activities for this position?

## SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

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

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

## SECTION 11. BUDGET AUTHORITY

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

Operating Area	Biennial Amount	Fund Type
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## SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

## SECTION 13. SIGNATURES

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Employee

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Date

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Manager

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Date

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Appointing Authority

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Date