STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
January 15, 2025
This position is:
☐ Classified
☐ Unclassified
☐ Executive Service
☐ Mgmt Svc – Supervisory
☒ Mgmt Svc – Managerial
☐ Mgmt Svc - Confidential

Agency: Department of Administrative Services

Division: Chief Human Resources Office

New ☒ Revised

a. Classification Title: Administrative Specialist 2

b. Classification No: X0108

c. Effective Date: June 19, 2019

d. Position No:

e. Working Title: Workforce Development / Learning Support

f. Agency No: 10700

g. Section Title: Workforce Development

h. Budget Auth No:

i. Employee Name: Vacant

j. Repr. Code: MMN

k. Work Location (City – County): Salem - Marion

l. Supervisor Name (Optional): Krista Campbell

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

n. FLSA:
☐ Exempt
☒ Non-Exempt

If Exempt:
☐ Executive
☐ Professional
☐ Administrative

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 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 Oregonians.

The Department of Administrative Services is the administrative arm of the Governor's Office and provides administrative and support services to state agencies. The Chief Human Resources Office administers

statewide programs in compensation, learning and development, human capital planning, leadership programs, policy development and guidance, and executive recruitment. The CHRO oversees special projects and initiatives and develops employee engagement strategies. The Division is also responsible for statewide negotiations and contract administration with numerous labor unions, grievance arbitration, and labor management relations for all represented employees.

The Workforce Development section with the CHRO provides leadership in the human resources management and collaborates effectively with external partners to deliver leadership building activities based on best practice. This unit collaborates with internal state agencies and external partners to develop strategies, guidance, and oversight to state agencies Services include statewide strategic planning design and development, developing and supporting onboarding programs, developing performance improvement strategies, evaluating data, and analyzing trends regarding the needs of the state workforce, creating innovative ways to staff the existing and emerging workforce needs.

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 serves as the primary support for Workforce Development team in the delivery of learning and development resources to the Enterprise. This includes a variety of administrative, process and project related tasks including program coordination, logistical planning & scheduling, drafting reports, monitoring survey research, compiling and distributing confidential developmental materials, reviewing, making recommendations and enhancing program materials, supporting program application processes and administrative support work for the Workforce Development Team.

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
75%	R	E	**Workforce Development Program Support** Coordinate enterprisewide training deployment by ensuring all proper approval paperwork has been completed, booking, and paying for training and collecting receipts and preparing reimbursement paperwork as needed. Administer, monitor and track a variety of processes including administration for all program contracts and intergovernmental agreements, providing direction to contract trainers including onboarding and orientation to training on behalf of DAS, processing amendments, and spend information for work order contracts and agreements for the Workforce Development Unit. Monitor the CHRO Training Inbox daily. Establish guidelines and processes to ensure consistent, accurate and timely information is provided across all offerings. Engage with employees, managers and participants to address requests and questions. Regularly resolve complex issues and elevates policy exception questions to Workforce Development Leadership to resolve where appropriate. Communicate out training and offering informaiton by sending training announcements through GovDelivery, HR lists, setting up registration links, etc.

			Proctor training environments (Foundational, Emerging, Functions and Essentials of HR, Project Management, etc.) to ensure full learner participation and support of instructors. Ensure participants are logged in timely, track attendance, resolve technical issues, create breakout rooms, etc. Respond to questions from participants with additional information or referral to other resources. Monitor participant training criteria and review submissions to ensure program requirements are met.Work with and support participants access to learning tools including but not limited to Workday, Canvas, etc. Deliver training that actively involves participants in the transfer of learning. Create statewide campaigns and monitor compliance. Input, delete, and organizes Workday Learning data including, but not limited to, courses, schedules, completions, grades, etc. Monitor, track and ensure complete and accurate training records are maintained in Workday Learning. Maintain Workday Learning records, pull data and analytics to support program effectiveness reviews. Provide support to Workforce Development Administrator in the collection and analysis of program data received to inform future work. Coordinate and support human resource programs such as internships, mentorship, or specialized trainings.
20%	R	E	**WFD Subject Matter Responsibility** In support of Workforce Development Team provide support in the following areas: - Conduct needs assessment, research, curriculum design, development and delivery. - Participate in the design and development of all additional management and leadership curriculum and electives. Develop and design work include determining information to be included in curriculum, preparing course objectives, developing lesson plans that incorporate recognized techniques for adult learning, and developing supplemental materials to facilitate knowledge transfer and measurable skill improvement and organizational effectiveness back on the job. Provide voice over and captioning of materials to ensure accessibility. - Research systems and processes to determine the quality and effectives of training. - Monitor and evaluates the effectiveness of learning curriculum by creating and implementing measures to track outcomes and ensure alignment with statewide goals and objectives. - Develop evaluation tools. Establishes evaluation benchmarks and models for statewide training effectiveness and evaluation. - Analyze training evaluation results and adjusts training materials and methodologies to meet participants' needs. - Consult with state agencies to adopt consistent evaluation tools for all state training and develops reports for agency management and legislators on the effectiveness of state training programs. - Facilitate, coordinate or support various advisory boards, task forces and committee as needed. - Remain current on existing and emerging fields of expertise.

5%	NC	NE	**Project Management Support** Identifies needs and requirements across broad program areas in support of the Workforce Development Strategic Plan. Assists in the creation of the strategy, plans, schedules, data collection that support major projects such as the development and implementation of statewide technical or professional training program delivery and ongoing cycles of review. Other duties as assigned
100%			

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

a. List any established guidelines used in this 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.

b. How are these guidelines used?

- Assist in creating and updating workforce development policy, procedure and practice.
- Provide guidance and information on training courses.
- 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?

Who Contacted	How	Purpose	How Often?
WFD Team	In person, by e-mail, by phone	Provide support, consultation and sharing of information	Daily
Agency Executive Teams	In person, by e-mail, by phone	Provide consultation on workforce development issues, policy and practices. Provide intervention services.	Frequently
Training Participants	In person, by e-mail, by phone	Provide training to increase skills of state managers and employees. Facilitate discussions on issues and provide participants with developmental resources	Weekly
State Managers	In person, by e-mail, by phone	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. Reference resources for	Frequently

		class participants. Guidelines must be adapted or applied to specific situations to answer questions and facilitate problem-solving for participants and agency consultation customers.	
Subject Matter Experts	In person, by e-mail, by phone	Discuss training content and learn current practices.	Frequently
State Training Managers	In person, by e-mail, by phone	Provide information on training programs, discuss best practices, share resources	Monthly

SECTION 7. POSITION RELATED DECISION MAKING

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

Determines if information received meets program requirements and when to engage with managers, employees or program participants. Determines when various policies/procedures are applicable and when they are not. Determines when it is appropriate to respond to an inquiry and when it is better to refer the inquirer to another Workforce Development professional.

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.

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 interest groups, other State agencies, congruent with established priorities, policies, practices, and guidelines.

The incumbent provides recommendations, interpretations, and consultation 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

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Human Resource Administrator 1	0530021	Formal and informal conversations, as required.	Weekly/bi-weekly	The incumbent works collaboratively to achieve team results. Progress on projects and prioritization is discussed on a regular basis. Overall performance and goals will be evaluated on a quarterly basis.
			Quarterly	Performance/Goal Evaluation

SECTION 9. OVERSIGHT FUNCTIONS   THIS SECTION IS FOR <u>SUPERVISORY</u> 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?

- ☐ Plan work
- ☐ Assigns work
- ☐ Approves work
- ☐ Responds to grievances
- ☐ Disciplines and rewards

- ☐ Coordinates schedules
- ☐ Hires and discharges
- ☐ Recommends hiring
- ☐ Gives input for performance evaluations
- ☐ 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:

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 decisions making and cooperative interactions among staff and management. Be aware of Affirmative action and the departments Diversity strategies and goals.

This position works in a dynamic team environment with expectations for both production and high-quality work. The success of this program is dependent on each employee's continuing credibility with customers. Incumbents need to have a high degree of subject matter expertise in a range of management, leadership and technical arenas in order to continue to have credibility with state leadership, the legislature and employees/customers. The success of the state's workforce development models and training strategies is dependent upon the results of this team. This requires keeping commitments and producing high-quality, practical suggestions and training programs. Flexibility, willingness to contribute to team success in any way possible, and commitment to continual learning and continual improvements are essential for success in this position. Because of limited resources, the incumbent should also be an independent, creative problem-solver with a strong commitment to customer service and have demonstrated resourcefulness and problem-solving ability.

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

Operating Area	Biennial Amount ($00000.00)	Fund Type
N/A		

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	Supervisor Signature	Date

_____	_____
Appointing Authority Signature	Date