

Under the general supervision of the Bureau of Affirmative Action(BAA) Director, this position functions in a team environment and performs complex administrative work in the planning, developing, implementing and continual process improvement of training programs and services for the Division of Personnel Management (DPM). This position represents DPM on the Wisconsin State Training Council, develops and delivers training on state employment, has oversight of the state employment brand, develops, coordinates and designs outreach marketing materials, maintains content of websites and performs special projects as need to meet the mission and needs of the agency.

Goals and Worker Activities:

30% GOAL A: Coordination of training programs

- A.1 Develop an annual Training Work Plan based on the annual training needs assessment.
- A.2 Coordinate, develop and plan DPM and enterprise training programs offered to state agency supervisors, managers, human resource professionals and others.
- A.3 Design and conduct training needs assessment and other surveys.
- A.4 Work in conjunction with UW Madison Continuing Studies to develop and administer for the Enterprise Leadership Academy and Enterprise Management Development Academy. Serve on training planning and review committees (e.g. Enterprise Leadership Academy and Enterprise Management Development Academy).
- A.5 Design, prepare and update the printed training program materials. Assemble training binders/folders. Maintain master file of training handout materials.
- A.6 Review and prepare contracts with training vendors, facilities and agencies as needed.
- A.7 Design and develop evaluation tools for training programs. Review, track and maintain evaluation records and reports. Audit DPM training programs and provide feedback to presenters as needed. Recommend, revise, and improve training programs based on evaluation data and narrative feedback.
- A.8 Develop and present training programs and facilitate meetings as requested and as needed.
- A.9 Represent DPM on the Wisconsin State Training Council. Participate on Council subcommittees such as the Council's executive committee for elected officers and the annual conference planning committee.
- A.10 Serve as training resource for DPM staff.

20% GOAL B: Management of training operations

- B.1 Coordinate scheduling of DPM training programs. Work with instructors, presenters, vendors, and others as-needed.
- B.2 Serve as the primary contact for training policy and procedures, set fees for DPM training programs.
- B.3 Manage training registrations, confirmation, and certification, including maintaining accurate records on participant attendance and verifying completion of programs. Coordinate class cancellation decisions and notification as needed.
- B.4 Maintain training class files folders, class rosters, and related records.
- B.5 Schedule, reserve and rent facility space. Set up training rooms including equipment, materials, and supplies.
- B.6 Participate in the preparation and management of the training budget. Review and monitor current and projected revenues and expenditures. Function as liaison with DPM office manager on all matters related to training program fiscal operations.
- B.7 Coordinate the design, development and implementation of the conversion of traditional training materials to alternative learning formats (e.g. computer assisted instruction (CAI), website delivery, video streaming, Internet, etc.)

- B.8 Develop and maintain an accurate training records database management system.
- B.9 Oversee the production and distribution of various publications (e.g. needs assessments, reports, calendar schedule, workbooks, instructional guides and newsletters) to document events or specific needs.

20% GOAL C: Marketing oversight of outreach programs

- C.1 Develop, implement, and evaluate marketing, promotional and outreach materials to promote usage of state products and services offered by DPM.
- C.2 Conduct strategic marketing research and analysis for training and other assigned programs.
- C.3 Develop and implement annual marketing plans for assigned programs.
- C.4 Develop and apply marketing data-gathering instruments such as surveys, opinion polls or questionnaires and interpret the results.
- C.5 Develop records to analyze trends and success of various promotional materials and products.
- C.6 Develop and coordinate the development of advertising, public service announcements and publications for assigned programs.
- C.7 Plan, develop and implement brand marketing objectives, strategies and programs with state agencies.
- C.8 Market and promote training programs, especially with state agency supervisors, managers, trainers and HR Staff.

20% GOAL D: Maintenance of Division Websites

- D.1 Ensure web content is current on agency websites including, DPM, Workplace Planning, Enterprise Leadership Academy and Management Development Academy.
- D.2 Makes recommendations to design and layout of information on websites.
- D.3 Maintain and update training web site with program description, schedule, registration form and procedures and learning resource links.
- D.4 Provide support to the Wisconsin Training Council, including page maintenance registration system for council sponsored employee and supervisory training series and attendance at the annual state training conference.

10% GOAL E: In collaboration with the BAA Director, manage and coordinate the Enterprise Internship Program (EIP).

- E.1. Research and recommend internship appropriate outreach strategies.
- E.2. Establish program eligibility for internship program.
- E.3. Coordinate state agency participation and cost sharing in community and college campus career/job fairs.
- E.4. Establish and revise, as needed, guidelines for the purpose and goal of the state's Enterprise Internship program.
- E.5. Monitor the effectiveness of the Enterprise Internship program

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of principles and theories of adult education and training program design.
2. Knowledge of training needs assessments, evaluation and analysis techniques.
3. Knowledge of coaching and conflict management techniques.
4. Knowledge of training contract negotiations.
5. Knowledge of strategic planning and process improvement.
6. Excellent skills in effective interpersonal, written and verbal communication.
7. Excellent skills in organization and problem solving.
8. Excellent training and presentation skills and usage of audio-visual equipment in training.
9. Ability to develop practical frameworks that describe complex ideas in understandable and usable ways.
10. Ability to ensure confidentiality and safeguard sensitive information.
11. Ability to conduct research, gather information and analyze a variety of data.