

POSITION DESCRIPTION

Training and Outreach Officer

Division Knowledge Management, Improvement and Training (KIT)

Position Number: 333707

Under the general supervision of the Section Chief for the Knowledge Management, Improvement, and Training (KIT) Section this position creates, promotes, conducts, implements, and evaluates procurement and related training development for the Bureau of Procurement. Training services are provided for the bureau and procurement staff representing state agencies and the University of Wisconsin. This entails performing administrative and program activities to develop the overall training program, to include scheduling training rooms and dates, developing training (i.e. classes, workshops, outreach training, on-line and other methods) from source material internal and external to the department. This position is responsible for researching, planning, developing, and coordinating all aspects of development and provisioning of training by instructor-led, on-line or other audio-visual training methods, for all levels of users. Audiences for training would include, but is not limited to purchasing staff, non-procurement program staff, managerial and supervisory staff, appointed administrative officers, legislators, vendors, and other interested parties. The training and outreach officer ensures that programs maintain a high quality, support the strategic initiatives and values of the organization and convey a consistent, positive and supportive message.

This position will serve as a staff specialist providing procurement and related training development review and training services for the bureau, the enterprise and for the supplier/bidder community. This position will also oversee the creation of a central repository for data, including standardized forms, templates and best practices.

This position will be involved in the training of the use of the procurement portion of the ERP/STAR system; Wisconsin Purchasing Process for state purchasing/procurement staff; preparing bids and proposals; and WISBuy End User Trainer and Business Unit (BU) Admin. Exercising independent judgment, this position works cooperatively with the Department Training office in the Bureau of Personnel.

GOALS AND WORKER ACTIVITIES

30% A. Coordination of all aspects of a procurement training program development for state agency procurement staff that includes planning, developing, and implementing the Bureau of Procurement programs.

A1. Initiates and conducts comprehensive needs assessment for the program based upon survey data, interviews with managers, procurement end-users, and other appropriate sources. Develop learning objectives and training methodologies. This program will provide training for all levels of end-users, from hands-on procurement staff to peripheral observers of the process.

A2. Develop, evaluate, and recommend an annual development and training program for procurement professionals i.e., procurement instructors, state agency staff including management, and other specific or interested parties, based on identified goals. Consult with DOA Section Chiefs, Administrator, and Director to determine and prioritize organizational development and training needs.

A3. Develop training materials, including learning tasks, handouts, computer generated presentations and web based material tailored to all levels of learners. Assist with design and development of needs assessments, achievement bases objectives, curricula.

A4. Participate in strategic planning and work plan development with the bureau to ensure training supports organizational initiatives.

A5. Develop measures to assess the impact of training on organizational objectives. Evaluate and revise workshops to ensure the achievement of learning objectives and effectiveness of materials.

A6. Develop and facilitate self-studies for staff as a complement to workshop offerings.

30% B. Creates, manages, and administers all aspects of a procurement training program that includes implementing and evaluating the program's training.

B1. Administer the provisioning of training facilities and equipment for use during training. Coordinate staff to perform the training when not performed directly by this position. Guide the instructors in how to perform, or improve performance of the training. Maintain external contacts for hosting presentations. Provide direction for computer set-up, AV use, smart board and other presentation equipment.

B2. As required, directly provide training to target audiences based upon the annual training program and/or identified immediate needs.

B3. Conduct an evaluation of each training sub-program and the comprehensive department program to determine the quality of training staff, training aids, and facilities and whether department goals were met. Initiates, develops, analyzes, and implements survey material/customer feedback for all procurement training programs and to implement continuous improvement to address gaps in training material and implementation.

B4. Coordinate and promote the annual procurement program through the publishing and distribution of the annual training calendar and monthly training announcements via the web. Write promotional announcements for each training program.

B5. Create communication plan in conjunction with STAR to promote procurement functional training programs offered by the bureau. Oversee the entry of registration information into the training database. Provide statistics on training to division management staff annually.

B6. Create and maintain data including course descriptions, schedule and registrant records. Respond to questions from registrants.

B7. Coordinate the development and administration of a training website consistent with department policy. Recommend policy and procedure changes as necessary to division leadership.

B8. Keep abreast of new instructional methods and techniques.

25% C. Promotion and outreach of ongoing procurement training program development that includes interaction with various stakeholders i.e., procurement professionals at state agencies, suppliers and also management, to continue to improve the planning, developing, implementing and evaluation of the program.

C1. Represent the Department regarding procurement training concerns in contacts with other state agencies, the Interagency Procurement Council, the State Agencies Procurement Council, private industry,

vendors, training organizations, and professional organizations. Provide a forum for discussion and coordination of feedback.

C2. Consults and guides management staff on addressing specific procurement performance issues through training.

C3. Facilitates and guides management in developing changes in training to meet procurement statutory language requirements. Stay current with new statewide directions in public procurement training needs.

C4. Independently develop and administer a training Web site consistent with Department policy. After consultation with user agencies, and other interested parties, recommend policy and procedure changes for statewide agencies. Create assessments, user testing, evaluation components, and website maintenance as part of the online modules.

C5. Administer, in consultation with Department management and advisory councils, the program's enterprise-wide promotion and publicity campaign to ensure program awareness among all state employees and other interested parties using applicable software/programs and developing online materials and use of social media.

C6. Establish a strategic marketing plan that will promote the use of the WISBuy system with assistance and input from bureau and division leadership.

C7. Increase knowledge of theories and practice in the field of organizational effectiveness.

C8. Creation of brochures, newsletters, and other materials, including branding as needed for effective communication for the division.

10% D. Creation of a central repository for knowledge best practices and standardized forms/templates

D1. Lead the development of a central location to capture best practices by staff and industry to easily reference.

D2. Work with bureau staff to standardize all forms

D3. Work with bureau staff to standardize all templates and language related to contracts.

5% E. Participate in other functions relative to the Bureau.

E1. Leads or participates in Division initiatives and projects.

E2. Complete various assignments offered by the Division leadership.

E3. Attend related training programs, conferences and seminars.

KNOWLEDGE, SKILLS AND ABILITIES

1. Training program development and administration including curriculum development, setting educational objectives.
2. Instructional design based on adult learning' principles.
3. Training needs assessment and program evaluation methods i.e. design, conduct and evaluate training needs. Understanding of performance measurement.
4. Knowledge of procurement practices and procedures including eCommerce system knowledge
5. Effective interpersonal skills. Ability to work with and support a diverse audience.
6. Professional communications, both in writing and verbally, including formal presentations.
7. Skill in leading and facilitating teams/work groups, both small and large.
8. Event planning and coordination.
9. Knowledge of information technology and software especially on-line material development i.e. Microsoft Outlook; Adobe Captivate 7, Website design, Go-to Meeting, SharePoint, SurveySelect, and LMS Systems.
10. Research and analytical skills.
11. Organizational skills.
12. Ability to create and adapt presentations and written material to diverse audiences.
13. Strong presentation and facilitation skills required. Experience in training needs assessment, curriculum development and evaluation required.
14. Experience in audiovisual development for live presentations. Experience in development and management of blended computer programs strongly preferred.
15. Experience creating central repository for data.
16. Strong writing skills for the creation of training content and standardizing forms/templates.
17. Skill in marketing and promotion of programs.