POSITION DESCRIPTION
Training Officer – Outreach Specialist
Division of Enterprise Operations Position Number: 333707

Under the general supervision of the Section Chief for Knowledge Management, Improvement, and Training (KIT) Section this position serves as a staff specialist providing procurement and related training development, review and training services for the bureau, the enterprise, and for supplier / bidder community. This entails performing administrative and program activities to develop the overall training program, to include developing training (i.e. classes, workshops, webinars, and other methods) from source material internal and external to the department. The position assists with developing strategic goals and plans and consults with customers on training development and administration issues. This position is responsible for coordinating all aspects of development and communication of training by instructor-lead, on-line or other audio-visual training methods, for all levels of users. Audiences for this training would include, but is not limited to purchasing staff, non-procurement program staff, managerial and supervisory staff, suppliers, bidders, appointed administrative officers, legislators, and other interested parties. The position works cooperatively with the Department Training office in the Bureau of Human Resources.

GOALS AND WORKER ACTIVITIES

30% A. Coordination of all aspects of a procurement training program development that includes planning, developing, and facilitating the program.

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

A2. Plan for and communicate an annual development and training program for procurement professionals, and other specific or interested parties, based on identified goals.

A3. Develop and coordinate training materials, handouts and audio-visuals, both instructor-lead, on-line, or other delivery methods for all levels of user.

30% B. Coordination of all aspects of a procurement training program that includes implementing and communication of the program's training.

B1. Coordinate the provisioning of training facilities and equipment for use during training. Coordinate the staff needed to perform the training when not performed directly by this position.

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

B3. Promote the annual program through the publishing and distribution of the annual training calendar and monthly training announcements. Write promotional announcements for each training program.

25% C. Coordination and facilitation of stakeholder meetings in regards to electronic systems like WISBuy and Enterprise resource planning (ERP).

C1. Coordinate and facilitate user group meetings for the WISBuy system.

C2. Coordinate and facilitate WISBuy enablement meetings with Contract Managers, Suppliers, and SciQuest.

C3. Establish a strategic marketing plan that will promote use of the WISBuy System with assistance and input from Division leadership.

C4. Serve as an administrative liaison to customers, vendors, and agency partners.

C5. Assist with WISBuy Helpline and resolution of complaints.

10% D. Coordination of ongoing procurement training program development that includes interaction with various stakeholders to continue to improve the planning, developing, implementing and evaluation of the program.

D1. Collaborate with an internal team to plan and develop digital content.

D2. Develop, write, and edit content in a variety of formats; assisting in organizing content; and responding to requests for assistance from customers and agency partners.

D3. Represent the Department regarding training concerns in contacts with other state agencies, the Interagency Procurement Council, the State Agencies Procurement Council, private industry, vendors, training organizations, professional organizations, etc. Through these contacts, keep current with new directions in public procurement training needs.

D4. Coordinate the development and administration of a training Web site consistent with Department policy. After consultation with user agencies, and other interested parties, recommend policy and procedure changes.

D5. Coordinate, 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.

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

E1. Participate in Division initiatives and projects.

E2. Complete various assignments offered by the Division Administrator.

KNOWLEDGE AND SKILLS

1. Training program development including curriculum development.
2. Instructional design based on adult learning' principles.
3. Training needs assessment and program evaluation methods.
4. Effective interpersonal skills.
5. Professional communications, both in writing and verbally, including formal presentations.
6. Skill in leading and facilitating teams/work groups.
7. Event planning and coordination.
8. Procurement and eCommerce system knowledge.
9. Development and facilitating on-line meetings and webinars.
10. Computer skills, to include on-line and webinar systems like GoToMeeting and other software and on-line services.
11. Skill in business development, analysis, and marketing.