

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS/DAS105270

DIVISION OR INSTITUTION  
General Services Division

UNIT OR OFFICE  
Business Operations

COUNTY OF EMPLOYMENT  
Franklin

POSITION NUMBER  
20074690

☐ Reclassification

☐ New Position

☒ Update

Position Hyperlinked to ☐  
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

DAS FIN Training Officer

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR

See Table of Organization

☒ Permanent  
☐ Temporary  
☐ Intermittent

☒ Classified  
☐ Unclassified  
☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14

Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):

FROM: 8:00a.m. TO: 5:00p.m.

Report in location & work hours subject to change.

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
30	Independently assesses training needs for DAS FIN Program Management Office in order to plan training activities to meet those needs; develops training materials for Ohio Administrative Knowledge System (OAKS) Financial modules (e.g., e-Procurement, Strategic Sourcing, Asset Management, Capital Improvements); writes, designs, & develops training curriculum; develops web-based training, webinars, pamphlets, programs & training materials for statewide use; reviews & revises training materials; conducts training needs assessments.	Knowledge of (1) agency policies & procedures*; (2) customer service; (3) business administration; (4) applicable state & federal laws, procedures & standards governing public procurement; (5) public relations; (6) training techniques & instructional design methodology. Skill in (7) operation of personal computer & associated hardware/software (e.g., Word, XP Professional, Excel, PowerPoint, Outlook, Internet Explorer, Visio, Captivate*, Dreamweaver*, PeopleSoft Enterprise Applications*, Skire Unifier*); (8) operation of audio visual & training equipment & presentation software (e.g., LCD projector, laptop computer); (9) conducting needs assessments. Ability to (10) handle sensitive telephone & face-to-face inquiries & contacts with public & government; (11) write memos, reports & learner guides; (12) speak before general public; (13) write & deliver training information; (14) define problems, collect data, establish facts & draw valid conclusions; (15) maintain accurate records; (16) use proper research methods in gathering data; (17) communicate clearly & effectively; (18) interact with individuals at various educational levels; (19) work productively in a team environment; (20) obtain & maintain valid driver's license.  * developed after employment.

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Jeffrey Westhoven/ce*

10/24/12

JOB CODE TITLE  
Training Officer

JOB CODE  
64652

*Apd 10-24-12*

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Agency Organizational Tree

USUAL WORKING TITLE OF POSITION  
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See Table of Organization☒ Permanent  
☐ Temporary  
☐ Intermittent☒ Classified  
☐ Unclassified  
☐ EssentialOvertime: ☒ Eligible ☐ Exempt

Bargaining Unit 14

If FLSA Exempt, exemption type:

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):

FROM: 8:00a.m. TO: 5:00p.m.

Report in location &amp; work hours subject to change.

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
30	Researches & analyzes OAKS Financial modules (e.g., e-Procurement, Strategic Sourcing, Asset Management, Capital Improvements) in order to provide case management & resolution of complex internal issues: uses OAKS Customer Relationship Management (CRM) system to provide assistance & information to state agencies, employees & vendors in response to telephone, written & in-person inquiries; responds to requests for information & conducts system support for end-users (i.e., presents one-on-one training); consults with OAKS functional teams on complex issues; measures & evaluates CRM case flow.	Knowledge of 1*, 2, 3, 4, 5, 6 Skill in 7, 8, 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17, 18, 19
30	Plans, schedules & conducts training programs: develops materials & conducts training sessions & labs; coordinates promotional displays & materials; coordinates training logistics; delivers training information to various end-users; communicates OAKS system features.	Knowledge of 1*, 2, 3, 4, 5, 6 Skill in 7, 8, 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20
10	Maintains records & reports on DAS FIN training activities & communicates training information: uses OAKS Enterprise Learning Management (ELM) system to schedule employees to attend training sessions; compiles training data; prepares correspondences; disseminates information regarding scheduling & course materials; maintains employee training files; creates & implements surveys; analyzes data; presents results in clear & efficient manner & assists in administering the outcomes; seeks & reports ongoing customer feedback to work unit & implements solutions.	Knowledge of 1*, 2, 3, 4, 5, 6 Skill in 7, 8 Ability to 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20
	Will require travel.	*developed after employment.

List Position Numbers &amp; Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Jeffrey Wasthonen/ae**10/24/12*JOB CODE TITLE  
Training OfficerJOB CODE  
64652*Apd 10-24-12*