STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION	**CLASSIFICATION SERIES**: Trainer	**SERIES NO.**: 6465
	MAJOR AGENCIES: All Agencies	**EFFECTIVE DATE**: 05/05/2002

The purpose of the trainer occupation is to develop and/or present instructional programs for state employees.

At the first level, incumbents develop and present training programs.

At the second level, incumbents also assess training needs.

At the third level, incumbents supervise lower-level training staff.

At the fourth level, incumbents develop, implement & administer assigned human resources & organizational development program (e.g., employee training & development delivery system; Human Resources University; Ohio Certified Public Manager; Workforce Development created per OCSEA/AFSCME local 11; Professional Development For Exempt State Employees) sponsored by the Ohio Department Of Administrative Services for all eligible county, local, and/or state employees. Some positions will also act as supervisor over support staff.

At the fifth level, incumbents direct & manage operations of agency residential training facility for statewide program & supervise training supervisors & clerical staff; or direct & manage comprehensive statewide training & employee development programs with permanent facility (e.g., Ohio Department Of Transportation) & supervise training officer supervisors & clerical staff; or direct & manage statewide implementation of multiple training & organizational development units headed by subordinate training supervisors &/or other administrative supervisory personnel & supervise training supervisors &/or other administrative supervisory personnel (e.g., administrative officer 2) & clerical staff; or manage & direct statewide implementation of multiple training programs & other employee support programs (e.g., employee assistance, employee wellness & employee recognition) headed by higher-level managerial/supervisory personnel (e.g., management analyst supervisor 2; administrative assistant 3); or in Office Of Attorney General, Bureau Of Criminal Identification & Investigation, to plan, direct, implement, evaluate & maintain statewide law enforcement programs & governing policies to ensure compliance with applicable accreditation standards & supervise clerical personnel; or in Office Of Budget & Management, to direct & manage comprehensive statewide training programs for central accounting system (i.e., CAS) mainframe applications & CAS Plus windows-based application for use by all state agencies, develop training protocols & procedures for implementation of CAS Plus modules & supervise assigned training personnel.

GLOSSARY OF TERMINOLOGY:

Builds collaborative relationships: effectively interacts with others in order to produce meaningful outcomes and assists others to do the same.

Communicates effectively: uses language, multiple viewpoints, and nonverbal skills to communicate effectively with others and adapts messages to meet the needs of others. Speaks and writes with correct grammar and usage.

Instructional design model: has five primary stages: needs assessment and analysis, design, development, delivery and evaluation. During the needs assessment and analysis stage the target population is determined, a performance needs assessment is conducted to identify performance gaps, relevant characteristics of learners are assessed, the work setting is analyzed, and job, task and content analysis are performed. During the design stage performance objectives are written, performance measurements (criterion and review tests) are developed, instructional strategies are selected, and management approvals are obtained. During the development stage instructional materials are created, edited and proofread. During the delivery stage the instruction is tested with a pilot group of learners, materials are revised as needed, and instruction is delivered. During the evaluation stage both learning and performance improvements are measured and evaluated both qualitatively and statistically.

Instructional designer: an individual who applies a systematic methodology based on instructional theory to create content for learning events.

Instructional technology: the integration of all forms of technology and media to improve training and learning in a variety of ways. Using all forms of technology and media to design and develop effective learning systems and environments and to manage information and learning resources, while applying the principles of human learning and psychology, evaluation techniques, the principles of effective communications, the use of instructional design for delivery systems, the use of print and non-print media and technologies for instructional product development, and information management

and retrieval.

Manages the learning environment: carries out initial presentation and involvement strategies to inform and encourage learner comfort and participation and increase opportunities for learner success, and manages individual and group dynamics to ensure learner involvement and control individual behavior problems

Performance needs assessment: compares actual and ideal performance levels in the workplace and identifies opportunities and strategies for improving performance.

Prepares instructional location and instructional materials: e.g. Arranges and/or confirms logistical and physical arrangements; sets up audio-visual and other training aids; prints, copies, collates, assembles materials, name tents, sign-in sheets, evaluation forms; makes and carries out contingency plans; all to ensure an appropriate supportive environment for the instructional situation.

Presents material effectively: uses voice, gestures, silence, movement, posture, as well as space and props to support and enhance content and structure content and integrates anecdotes, illustrations, analogies, and humor to enhance learner understanding and involvement.

Systems thinking: recognizing the interrelationships that connect seemingly isolated incidents in the organization; takes a holistic view of performance problems in order to find the root causes.

Training needs analysis: the process of researching & identifying just the training needs in a particular function or area.

Uses instructional media to enhance instruction and learner involvement: e.g. Sets up, tests, trouble-shoots, solves minor equipment problems, and effectively uses videos, overhead projectors, printed display materials, flip charts, PCs, laptops, multimedia projectors, computer or web-based training, web sites, personal computer applications.

CLASS TITLE:
Trainer

CLASS NUMBER:
64651

EFFECTIVE DATE:
3/26/1990

CLASS CONCEPT:
The full performance level class works under direction & requires considerable knowledge of management science in order to plan, schedule & conduct training programs.

CLASS TITLE:
Training Officer

CLASS NUMBER:
64652

EFFECTIVE DATE:
3/26/1990

CLASS CONCEPT:
The full performance level class works under general direction & requires considerable knowledge of management science in order to independently assess training needs for specific target population or subject matter for assigned agency or institution & plan training activities.

CLASS TITLE:
Training Supervisor

CLASS NUMBER:
64655

EFFECTIVE DATE:
6/22/1990

CLASS CONCEPT:
The supervisory level class works under general direction & requires considerable knowledge of adult learning principles, instructional design, development & delivery, performance management & systems thinking & management science in order to supervise lower-level training & clerical staff of agency or institution &/or community who are assessing & analyzing training & performance needs & planning, designing, developing, delivering & evaluating instructional programs for variety of delivery methods.

CLASS TITLE:
Training Program Manager

CLASS NUMBER:
64656

EFFECTIVE DATE:
05/05/2002

CLASS CONCEPT:
The first managerial level class works under direction & requires thorough knowledge of management or supervisory principles & techniques, adult education & adult learning theory in order to develop, implement & administer assigned human resources & organizational development program (e.g., employee training & development delivery system; Human Resources University; Ohio Certified Public Manager; Workforce Development created per OCSEA/AFSCME local 11 contract; Professional Development For Exempt State Employees) sponsored by the Ohio Department Of Administrative Services for all eligible county, local, &/or state employees, & if assigned, supervise support staff.

CLASS TITLE:
Training Academy/Program Director

CLASS NUMBER:
64657

EFFECTIVE DATE:
05/05/2002

CLASS CONCEPT:
The second managerial level class works under administrative direction & requires thorough knowledge of management science & supervisory principles/ techniques in order to direct & manage operations of agency residential training facility for statewide program & supervise training supervisors & clerical staff; or direct & manage comprehensive statewide training & employee development programs with permanent facility (e.g., Ohio Department Of Transportation) & supervise training officer supervisors & clerical staff; or direct & manage statewide implementation of multiple training & organizational development units headed by subordinate training supervisors &/or other administrative supervisory personnel & supervise training supervisors &/or other administrative supervisory personnel (e.g., administrative officer 2) & clerical staff; or manage & direct statewide implementation of multiple training programs & other employee support programs (e.g., employee assistance, employee wellness & employee recognition) headed by higher-level managerial/supervisory personnel (e.g., management analyst supervisor 2; administrative assistant 3); or in Office Of Attorney General, Bureau Of Criminal Identification & Investigation, to plan, direct, implement, evaluate & maintain statewide law enforcement programs & governing policies to ensure compliance with applicable accreditation standards & supervise clerical personnel; or in Office Of Budget & Management, to direct & manage comprehensive statewide training programs for central accounting system (i.e., CAS) mainframe applications & CAS Plus windows-based application for use by all state agencies, develop training protocols & procedures for implementation of CAS plus modules & supervise assigned training personnel.

CLASS TITLE:	**CLASS NUMBER**:	**BARGAINING UNIT**:
Trainer	64651	14

EFFECTIVE DATE:
3/26/1990

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plans, schedules & conducts training programs (e.g., schedules employees to attend sessions; schedules teachers to conduct sessions; prepares materials & teaches sessions; obtains training materials, equipment & supplies; assists outside or higher-level trainers in conducting sessions).

Prepares fliers &/or correspondence to announce training programs; maintains records of training programs offered & participants in each; attends meetings & in-service training sessions; serves on departmental committees.

MAJOR WORKER CHARACTERISTICS:
Knowledge of management science (i.e., human resource training & development, containing introduction to behavioral concepts & organization practices related to training & developing human resources & organization development); agency training practices, programs & policies*; general psychology dealing with foundations of learning, transfer, motivation & evaluation. Skill in operation of audio-visual equipment*. Ability to deal with some abstract but mostly concrete variables; write training instructions; gather, collate & classify information about data, people or things; cooperate with co-workers on group projects; analyze & communicate concepts in area of training.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
3 courses in human resources, education, sociology or psychology or 9 mos. exp. in preparing informational or instructional programs; 9 mos. trg. or 9 mos. exp. in public speaking or effective communication skills.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
May work flexible hours; may require travel.

CLASS TITLE:	**CLASS NUMBER**:	**BARGAINING UNIT**:
Training Officer	64652	14

EFFECTIVE DATE:
3/26/1990

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Independently assesses all training needs for specific target population or subject matter for assigned agency or institution & plans training activities to meet those needs.

Plans, schedules & conducts training programs (e.g., schedules employees to attend sessions; schedules teachers to conduct sessions; prepares materials & teaches sessions; conducts workshops; reviews & revises training materials; coordinates division promotional displays & materials).

Maintains records & reports related to training activities (e.g., compiles training data; prepares correspondence; disseminates information regarding scheduling & course material; maintains employee training files).

MAJOR WORKER CHARACTERISTICS:
Knowledge of management science (i.e., human resource training & development, containing introduction to behavioral concepts & organization practices related to training & developing human resources & organizational development); agency training practices, programs & policies*; general psychology or education dealing with foundations of learning, transfer, motivation & evaluation; public speaking or effective communication techniques. Skill in operation of audio-visual equipment. Ability to deal with some abstract but mostly concrete variables; write & deliver training information; gather, collate & classify information about data, people or things; interact with individuals at various educational levels.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
6 courses in human resources, education, sociology or psychology or 18 mos exp in preparing informational or instructional programs; 18 mos trg or 18 mos exp in public speaking or effective communications skills; 3 mos trg or 3 mos exp in operating audio visual equipment.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
May work flexible hours; may require travel.

CLASS TITLE:	**CLASS NUMBER**:	**BARGAINING UNIT**:
Training Supervisor	64655	EX

EFFECTIVE DATE:
6/22/1990

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises lower-level training & clerical staff of agency or institution &/or community who are assessing & analyzing training & performance needs & planning, designing, developing, delivering & evaluating instructional programs for variety of delivery methods, assesses & analyzes organizational, departmental, team & program needs, administers & implements training policy, resolves policy & procedure questions, manages (i.e. assesses, plans, negotiates, organizes, provides for effective implementation of instructional products & programs, monitors, evaluates & measures success of) & carries out instructional design projects, assures application of effective instructional design & development & adult learning principles, applies business skills to managing instructional design, provides leadership for team & for projects (i.e. leads, influences & coaches others to help them achieve desired results).

Supervises selection & consideration of alternative methods for instruction to include learning technologies & selection of those best suited to each project; ensures effective integration of performance objectives, course materials & learning technologies into design of instruction to fulfill organization's goals & builds organizational support for workplace initiatives.

Attends workshops, seminars, professional meetings & reviews books & publications to learn instructional design, instructional technology & supervision / management of instructional projects; researches, recommends, negotiates, coordinates, monitors & evaluates work performed by vendors; recommends purchases & contracts for instructional products & services & coordinates installation, evaluation & maintenance.

Researches & responds to complaints & inquiries; prepares budget & monitors expenses; orders materials & supplies; prepares & maintains training correspondence, records, reports & files; attends meetings & conferences; serves on committees; serves as liaison with other agencies or institutions; makes travel arrangements & coordinates special projects as assigned (e.g. Designs online learning programs & creates storyboards).

MAJOR WORKER CHARACTERISTICS:
Knowledge of adult learning principles; instructional design model; instructional strategies & methods; presentation & delivery methodology; agency training goals, practices, programs, objectives, regulations, policies & procedures*; supervisory principles & techniques; management; public speaking; desktop publishing; principles of visual design; public relations. Skill in critical thinking; interpersonal communication techniques; operation of personal computer, printer and scanner including commonly used software (e.g. Microsoft word, internet explorer, Powerpoint, Microsoft Outlook); operation of audiovisual equipment for presentations (e.g. Multimedia projector, laptop computer, VCR). Ability to manage an instructional design project; conducts & analyzes performance & training needs assessments; develops performance objectives & tests for instructional design; utilizes instructional design model to create effective instruction; selects appropriate instructional techniques, methods & media for each instructional situation; evaluates & assesses learning & measures job performance of learners; communicates effectively & with correct grammar & usage; edits & revises communications to be clear, concise & grammatically correct; works collaboratively with & interviews people from all levels of organization & with various educational levels; applies systems thinking to performance needs assessment and instructional design; delivers instruction effectively to any size group or to individuals; facilitates groups (e.g. Classes, meetings, interviews with experts); manages learning environment to increase opportunities for learner success & controls individual learning problems; uses effective questioning skills & techniques (e.g. In classroom, in interviews with experts); uses appropriate feedback techniques with learners, subject matter experts & others; provides positive reinforcement & motivational incentives to learners; uses active listening skills when interviewing &/or teaching)

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
Completion of undergraduate core program in instructional design, adult learning, education, instructional technology, or related field.

-Or 24 mos. exp. preparing & delivering informational & instructional programs for adults using instructional design model & doing & analyzing performance needs assessments.

-Or equivalent of Minimum Class Qualifications noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
May work flexible hours; may require travel.

CLASS TITLE:	**CLASS NUMBER**:	**BARGAINING UNIT**:
Training Program Manager	64656	EX

EFFECTIVE DATE:
05/05/2002

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Develops, implements & administers assigned human resources & organizational development program (e.g., employee training & development delivery system; Human Resources University; Ohio Certified Public Manager; Workforce Development created per OCSEA/AFSCME local 11 contract; Professional Development Program For Exempt State Employees) sponsored by the Ohio Department Of Administrative Services for all eligible county, local, &/or state employees, to include formulating & implementing applicable policies & procedures (e.g., determines program budget requirements; prepares request for proposals and contracts for educational providers; develops proposal evaluation system; assesses proposals, & recommends contract awards; negotiates all contract costs; approves vendor invoices; monitors accounts held by program's educational partners; directs marketing & recruitment aspects of program; conducts staff, provider & educational advocate meetings; coordinates curriculum planning; sets annual enrollment schedule; develops & oversees procedures for student tracking, testing, guidance, work-related projects, record keeping, & scheduling; designs training course catalog to include design, layout, format & statewide distribution process; obtains & maintains national accreditation membership status; identifies secure program sites), & if assigned, supervise support staff.

Manages program expansion (e.g., identifies additional educational partners/vendors; selects additional training sites) & recommends revision/enhancements; creates marketing & promotional materials (e.g., letters, brochures, pamphlets & registration form); develops informational presentations & strategies to promote curriculum/program; provides technical assistance regarding use of materials, application of policies & procedures governing program operations, &/or implementation of new programs; drafts & updates language to be used in web pages to be finalized by network support; establishes advisory board or acts as liaison to educational partners/vendors, human resources community, & program customers to provide program &/or curriculum recommendations & consultation regarding training priorities, curriculum content & informational needs; conducts & participates on wide variety of process improvement teams.

Certifies student achievement; operates personal computer to generate various reports, e-mail, correspondence, & other related program documents (e.g., annual status report; student effectiveness; program effectiveness); acts as event manager, working in cooperation with union's education manager, in planning, directing & coordinating statewide workforce development conferences; maintains comprehensive program evaluation & record keeping system; monitors & evaluates educational providers/vendors to ensure quality of instruction/service & compliance to program policy; attends seminars & conferences to keep abreast of educational trends; coordinates educational fairs; serves as consultant to assist customer agencies in selection of organizational development training programs that support their mission &/or goals; acts as educational presenter or facilitator.

MAJOR WORKER CHARACTERISTICS:
Knowledge of adult education; adult learning theory; budgeting*; management or supervisory principles & techniques*; public relations or human relations; interviewing*; counseling or education appraisal. Skill in operation of personal computer using office systems software; use of office equipment (e.g., facsimile equipment, photocopier)*. Ability to deal with many variables & determine specific course of action; calculate fractions, decimals & percentages; develop complex reports & position papers; prepare request for proposals & contracts; gather collate & classify information about data, people or things; resolve complaints from participating employees, educational partners/vendors, & government/union officials. (*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
Completion of undergraduate core program in business or public administration, human resources or related field, or adult education; 2 yrs. exp. in teaching/presenting adult education or human resources training & development classes, or in developing adult education curriculum or access to educational partners/vendors providing adult education; 1 course or 3 mos. exp. in operating personal computer & use of office systems software (e.g., Microsoft Word; Access; Excel; Power Point).

- Or completion of undergraduate core program in business or public administration, human resources or related field, or

adult education; 2 yrs. managerial or supervisory exp. in adult education or human resources field; 1 course or 3 mos. exp. in operating personal computer & use of office systems software (e.g., Microsoft Word; Access; Excel; Power Point).

-Or equivalent of Minimum Class Qualifications noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
May require travel.

CLASS TITLE:	**CLASS NUMBER**:	**BARGAINING UNIT**:
Training Academy/Program Director	64657	EX

EFFECTIVE DATE:
05/05/2002

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)
Directs & manages operations of agency residential training facility (i.e., must be located on agency property & contain residential facilities for training participants) for statewide training program, provides technical advice on processing of all new employees & assessing skill level of present employees, implements human resources programs & objectives, supervises lower-level training officer supervisors & clerical staff & establishes & administers budget & fiscal operations of facility;

OR

In Office Of Attorney General, Bureau Of Criminal Identification & Investigation, plans, directs, implements, evaluates & maintains statewide law enforcement training programs & governing policies to ensure compliance with applicable accreditation standards (e.g., coordinates contract arrangements for specialized programs; resolves policy & procedural questions; oversees &/or designs training agendas &/or manuals; oversees maintenance of training records for sworn personnel; maintains training standards for accreditation; reviews programs to determine appropriateness/adequacies; schedules/coordinates concurrent training) & supervises clerical personnel;

OR

In Office Of Budget & Management, directs & manages comprehensive statewide training programs for central accounting system (i.e., CAS) mainframe application & CAS Plus windows-based application for use by all state agencies, develops training protocols & procedures for statewide implementation of CAS Plus modules (e.g., CAS for windows, CAS workflow, agency budgeting, cash receipts/accounts receivable & agency reporting database) & supervises training personnel;

OR

In Department Of Transportation, directs & manages comprehensive statewide training & employee development programs, develops policies & procedures to meet diversified areas of work force (e.g., traffic control; equipment operation at agency owned training facility; basic &/or technical writing techniques; stress management; flagging; highway safety engineering & related courses; aspects of pavement management; interviewing skills; management advancement; real estate appraisal, acquisition &/or relocation activities; public relations; clerical training);

OR

Directs & manages statewide implementation of multiple training & organizational development units headed by subordinate training supervisors &/or other administrative supervisory personnel, provides technical advice to labor & human resource staff, administers & directs budget & fiscal matters, directs preparation of requests for proposals issued to outside contractors & ensures compliance with contract provisions & supervises training supervisors &/or other administrative supervisory personnel (e.g., administrative officer 2) & clerical staff;

OR

Manages & directs statewide implementation of multiple training programs (e.g., organizational development, management & supervisory development, employee development) & other employee support programs (e.g., employee assistance, employee wellness & employee recognition programs); ensures coordination of services with other human resources programs & supervises higher-level managerial/supervisory personnel (e.g., management analyst supervisor 2, administrative assistant 3).

Administers statewide non-training programs (e.g., employee assistance program; establishment & maintenance of employees' skills inventory); directs development & maintenance of agency training facility; prepares budget; reviews programs to ensure objectives are met on schedule; administers maintenance & retention of all training records & prepares required reports; coordinates other management functions for BCI & I (e.g., internal investigations; pre-employment background investigations; internal audits; research; safety); administers & oversees evaluation, assignment & maintenance of agency requests for CAS access & security levels, & administers CAS workflow application for user agencies (i.e., in Office Of Budget & Management only).

Consults with agency administrators in assessing needs & programs to meet affirmative action plan; serves as liaison with courts, police & parole officers; meets with deputy directors & other agency managers & personnel to evaluate effectiveness of current programs &/or to identify need for implementation of new or revised programs; acts as liaison with Internal Revenue Service (i.e., IRS), coordinates &/or oversees all notification & resolution of issues related to 1099s, assists IRS staff with investigations & inquiries relative to payments made through CAS & ensures all object code listings comply with IRS reporting requirements (i.e., in Office Of Budget & Management only); performs special projects.

MAJOR WORKER CHARACTERISTICS:
Knowledge of supervisory principles/techniques; management science (e.g., human resource training & development, containing introduction to behavioral concepts & organization practices) employee training & development programs; agency training practices, programs & policies*; psychology dealing with foundations of learning, transfer, motivation & evaluation; public speaking or effective communication techniques; budgeting*. Skill in operation of audio-visual equipment. Ability to deal with some abstract but mostly concrete variables; write training instructions; gather, collate & classify information about data, people or things; analyze & communicate concepts in pertinent area of training; prepare meaningful, concise & accurate records; handle sensitive inquiries from & contacts with officials & general public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
Completion of undergraduate core program in human resources, education, sociology or psychology or 24 mos. exp. in preparing informational or instructional programs; 30 mos. trg. or 30 mos. exp. in public speaking or effective communication skills; 6 mos. trg. or 6 mos. exp. in supervisory principles/techniques.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
May require travel.