

**Staff Development Program Specialist-Senior
DRS Division Trainer
Position #334790**

POSITION SUMMARY:

Under general supervision of the Deputy Administrator, this position functions as the Division Trainer for the Division of Retirement Services (DRS), within the Department of Employee Trust Funds (ETF). This position is responsible for assessing the training needs of all new and existing Division staff, collaborating with other staff or external parties as needed to develop course curriculums, defining learning objectives, planning and delivering training activities, and monitoring outcomes. This includes creating and maintaining worker instructions and procedures, evaluating training methodology and curriculum content, and acting in a quality assurance role to assess training progress for staff and identify future training needs. In addition, the Division Trainer leads the development of new systems training for DRS staff, which includes participating in the development of business requirements and testing. This position exercises considerable independent judgment in making decisions regarding the nature and content of the DRS training programs.

In addition, the Division Trainer participates in strategic planning and budget proposals for DRS development and training initiatives. This position also assists in implementing new legislation or policies by developing effective staff training plans. The Division Trainer functions as a program expert, completing research and analysis to resolve the most difficult issues raised by staff, supervisors, managers, members, and other stakeholders.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 630,000 members receiving \$5.6 billion in retirement benefits and \$1.6 billion in health benefits annually. This position directly supports achieving the department's mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

GOALS & WORKER ACTIVITIES:

35% GOAL A: Planning & Development of Division Training

- A1. Serve as training expert for all ETF-administered programs including WRS, insurance benefits, and others.
- A2. Identify the learning needs of new and existing DRS staff in consultation with the DRS Leadership, bureau and section trainers, and other appropriate parties based on work planning priorities, strategic initiatives, and emerging issues. Design training curriculum based on recommendations to address current and emerging needs.
- A3. Actively participate in strategic planning for division training. Meet with managers and section chiefs to establish learning objectives so that training is aligned with strategic goals.
- A4. Direct and develop the Division's learning needs assessment efforts to better prepare staff for the short- and long-term operational goals of the Division. Ensure learning resources and programs are in place to meet these goals, specifically including materials to help staff achieve success in using new technology implemented as part of modernization.

- A5. Actively participate in the development of business requirements and in testing of new computer systems, to the extent necessary to ensure Division staff can successfully adopt new technology in a reasonable amount of time.
- A5. Develop learning objectives, materials, agendas, and pre-course questionnaires. Design training methodology and curriculum content appropriate for adult learners.
- A6. Standardize instructional materials, handouts, sample letters, worker instructions, tests, and other materials to be used by staff for training and reference.
- A7. Work with DRS management team, bureau trainers, and IT to explore new learning approaches, technology, and resources (e.g., mentoring, peer instruction, job exchange, computer-assisted instruction technology) to support classroom instruction and to facilitate self-paced learning.
- A8. Recommend outside training courses for new and existing staff as necessary.

35% GOAL B: Implementation, Coordination, and Evaluation of Division Training

- B1. Work with DRS management team to schedule, coordinate and manage Division training sessions, including scheduling with presenters and coordinating room, equipment, and other resources.
- B2. Train new staff on Division operations, workflow, procedures, and computer systems. Explain how Division functions and processes relate to other units within the Department.
- B3. Train new and current staff as necessary to ensure consistent processing and performance of duties, and correct application of policies, laws, and regulations.
- B4. Create and maintain an ongoing training audit database. Participate in auditing trainee's work and track results in the database, including calls, email, and deskwork as needed.
- B5. Lead meetings of Division trainers, develop agendas, and schedule and facilitate meetings. Share training activities and priorities and solicit input.
- B6. Train and serve as technical consultant to trainers in the Division regarding new policies and procedures.
- B7. Periodically assess training programs and expected results, and report findings along with recommended changes.
- B8. Monitor training progress of individual staff, adjust training plans as needed, and report individuals' progress to supervisor.
- B9. Evaluate effectiveness of training programs by assessing how it affects job performance and by using surveys to gather participant feedback. Compile evaluation data, make changes and improvements when possible, and report training evaluation to presenters and managers as part of quarterly training report.
- B10. Modify training curriculum and content as needed to ensure it meets strategic goals and objectives.

20% GOAL C: Provision of Guidance and Consultation regarding ETF Benefit Programs, including Research, Analysis and Resolution of Questions and Problems.

- C1. Conduct topical research, analyze, interpret, and apply provisions of Wisconsin Statutes, Administrative Code, federal laws and regulations, and departmental policies to assure compliance when seeking resolution of exceptional or unique benefit questions from staff, section supervisors, managers, or members.
- C2. Advise Division staff on appropriate responses to difficult and non-routine program questions that arise in daily operations.
- C3. Solicit input from other Division staff and/or plan policy advisors when necessary to clarify or interpret policies, provisions, or benefit program information.
- C4. Act as a resource and subject matter expert for the interpretation and accuracy of information disseminated to the public.
- C5. Act as a liaison between units, sections, and bureaus to ensure smooth and effective internal communications, including conducting periodic information-sharing sessions for greater cross-unit transparency and understanding.
- C6. Make recommendations to supervisors on process or procedural changes to comply with pending or enacted legislation.

10% GOAL D: Other Duties as Assigned

- D1. Provide input for development of policies and procedures.
- D2. Conduct quarterly calibration sessions with supervisors to build consistency in evaluating performance standards and service excellence expectations.
- D3. Perform customer service back-up functions.
- D4. Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of ETF related benefit programs along with state and federal tax laws, Wisconsin statutes, administrative rules, and contracts and policies relating to benefit payment programs.
2. Knowledge of training needs assessment methods and techniques.
3. Knowledge of training or instructional strategies and methodologies.
4. Knowledge of and ability to develop alternate learning formats (i.e., computer assisted instruction (CAI) technologies, simulators, interactive Internet-based, multi-media programs) for training programs.
5. Knowledge of methods and techniques for evaluating results of staff training.
6. Knowledge of research methods and techniques.
7. Critical thinking and problem-solving skills.
8. Ability to analyze facts and problems, infer and decide on appropriate solutions.
9. Ability to independently makes sound judgments and decisions.
10. Knowledge of effective time management, organizational and priority setting techniques, including the ability to prioritize for effective workload management and handle multiple priorities simultaneously.
11. Ability to exercise confidentiality.
12. Knowledge of effective customer service methods and techniques.
13. Ability to lead staff, provide constructive feedback, and work effectively in a team environment.
14. Ability to establish and maintain positive, productive, and efficient working relationships with a variety of persons at different levels within and outside the organization.
15. Conflict management skills, including skill in facilitating difficult and sensitive employee and customer interactions.
16. Strong communication and interpersonal skills, including documentation and presentation skills.
17. Ability to explain technical information in a manner that is easily understood by others.
18. Skills in the use of Microsoft Office Suite, including Word, Excel, and Outlook.
19. Knowledge of automated systems used in processing benefits.
20. Ability to perform a sequence of mathematical calculations.
21. Knowledge of standards and protocol for writing procedures.
22. Commitment to creating a diverse and inclusive work force.
23. Ability to understand and comply with all ETF security standards, policies, processes, and procedures.