

## EDITED KSA LISTING

### CLASS: TRAINING OFFICER II

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

#	Knowledge, Skill, Ability
	<b>Knowledge of:</b>
K1.	Advanced level of knowledge in the principles and methods of employee training and group facilitation in order to effectively administer a training program.
K2.	Comprehensive knowledge of training resources and equipment in order to train subordinate staff, provide options and address training issues.
K3.	Advanced knowledge of analytical methods in order to analyze programs, courses, training needs, mandates, laws, court orders, etc.
K4.	Working knowledge of descriptive statistical methods in order to make decisions about programs, provide reports to management, justify resource needs, etc.
K5.	Working knowledge of principles of verbal and written expression (e.g. the meaning and spelling of words, rules of composition, grammar, etc.) in order to effectively communicate with staff, management, control agencies and the public.
K6.	Working knowledge of the principles of public administration including civil service laws, rules, regulations, legislative and court mandates, labor contracts, CDCR policies and procedures, etc., in order to gain an understanding, determine impact (if any), develop recommendations to management and/or make decisions affecting the unit or the Department.
K7.	Intermediate knowledge of principles and techniques of planning and directing comprehensive training programs in order to provide the Department with quality training to ensure workforce excellence.
K8.	Basic knowledge of the methods and sources of financing training programs in order to ensure full value for the Department's fiscal investment.
K9.	Working knowledge of the principles and techniques of supervision to effectively supervise staff.
K10.	Basic knowledge of the department's Equal Employment Opportunity Program objectives and a supervisor's role in the process in order to ensure a diverse workforce and comply with applicable laws and regulations.
K11.	<b>Working knowledge of the principles and processes for providing customer service, including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction in order to achieve a high level of customer satisfaction.</b>
K12.	<b>Basic knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology in order to oversee support staff.</b>

Bold text-indicates not on Classification Spec.

## EDITED KSA LISTING

### CLASS: TRAINING OFFICER II

---

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

#	Knowledge, Skill, Ability
K13.	<b>Basic knowledge of principles involved in strategic planning, resource allocation, succession planning, leadership technique, production methods, and coordination of people and resources in order to achieve the mission of the unit and the Department.</b>

## EDITED KSA LISTING

### CLASS: TRAINING OFFICER II

---

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

#	Knowledge, Skill, Ability
---	---------------------------

	<b>Skill to:</b>
<b>S1.</b>	Plan, organize, conduct, and evaluate training programs and conferences in order to provide effective learning opportunities to the Department.
<b>S2.</b>	Analyze data and situations accurately in order to adopt an effective course of action.
<b>S3.</b>	Direct and supervise others in training or related functions in order to ensure the efficient and effective operation of the unit.
<b>S4.</b>	Effectively and creatively develop and use organization resources toward development and delivery of comprehensive training programs in order to provide effective learning opportunities to the Department.
<b>S5.</b>	<b>Actively listen, giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times in order to understand the other person's point of view and be able to respond appropriately.</b>
<b>S6.</b>	<b>Manage one's own time and the time of others in order to ensure efficiency.</b>
<b>S7.</b>	<b>Understand written documents and communicate effectively in writing in order to respond appropriately, provide information and formulate decisions.</b>
<b>S8.</b>	<b>Use logic and reasoning in order to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.</b>

## EDITED KSA LISTING

### CLASS: TRAINING OFFICER II

---

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

#	Knowledge, Skill, Ability
---	---------------------------

	Ability to:
A1.	Communicate effectively in order to analyze, design, implement and evaluate training as well as working effectively with other training professionals.
A2.	Lift 25 pounds in order to physically move and/or transport training tools, equipment, aids and materials to training sites, as needed.
A3.	Sit for long periods of time in order to attend meetings, work at computers, monitor training classes, drive long distances, etc.