

California State University, Fresno Foundation

WORKFORCE DEVELOPMENT TRAINING AND TECHNICAL ASSISTANT I or II

ADULT PROTECTIVE SERVICES TRAINING ACADEMY

(Candidate will be placed in the appropriate classification depending on their qualifications and experience)

JOB ANNOUNCEMENT #24-607

POSITION SUMMARY:	<p>Full-time, benefited position with the Adult Protective Services Training Academy through the California State University, Fresno Foundation. The Adult Protective Services Training Academy is a program of the California State University, Fresno Foundation, under the auspices of the College of Health and Human Services, through the Department of Social Work Education. The Academy provides classroom and virtual training, coaching, and organizational support to adult services staff in 12 Central California counties and 12 Bay Area counties.</p> <p>The Workforce Development Training and Technical Assistant is a supportive position for the Adult Protective Services Training Academy. This position is responsible for pre-training and day of training logistics, which includes managing enrollment and tracking the completion of eLearning, supporting instructor led classroom training, supporting simulation training, coordinating delivery of training with the trainer; monitoring attendance, timely duplication or electronically submitting curriculum and handouts to participants, providing snacks, classroom set-up, troubleshooting audiovisual equipment, introducing trainers, interacting with trainers and training participants, downloading and distributing data and troubleshooting technical issues impacting users experience. This position is responsible for preparation and administration of all training evaluations, embedded evaluations, and pre/post testing materials for assigned trainings and entering data into the current data tracking system. The Workforce Development Training and Technical Assistant works with a team of other Workforce Development Training and Technical Assistants to provide virtual and/or in-person training support services to county social service agencies. There is extensive travel within the Central and Bay Area California regions.</p> <p>The Workforce Development Training & Technical Assistant I is the introductory level of this series and is expected to fulfill the duties with supervision and guidance from the Training Operations Supervisor. Under close supervision, this position will demonstrate a basic understanding of the required duties, receive specific instructions on tasks and results expected.</p> <p>The Workforce Development Training & Technical Assistant II functions sufficiently in conducting the required tasks and duties assigned, demonstrate good judgment and independence in work performance, use advanced skills and knowledge to troubleshoot issues and/or solve unusual and complex problems. Supervision from the Training Operations Supervisor is provided to support development of professional skills and guide further technical procedures.</p>
ESSENTIAL JOB FUNCTIONS:	<p>Under the general supervision of the Training Operations Supervisor, typical duties for the Workforce Development Training & Technical Assistant I include, but are not limited to:</p> <ul style="list-style-type: none"> • Training Support: Provide pre-training logistics, virtual and/or on-site assistance and coordination to trainers and training participants on assigned training day. • Create Zoom platform meetings for virtual trainings and disburse links to participants. • Provide technical assistance and in classroom training assistance to trainer and trainees. • Liaison with trainers to discuss needs, classroom set-up, handouts, scheduling, either via a virtual platform or in-person. • Ensure all participants are able to connect to the Learning Management System (LMS) and seek assistance to troubleshoot any issues for the trainees and/or trainer. • Ability to navigate through the database system to input required course information, track information, and access database to extract course data as needed for planning and communicating to Academy staff and county consumers. • Troubleshoot any system issues or training environment logistics in a professional and effective manner.

	<ul style="list-style-type: none"> • Create spreadsheets, filing systems, data entry, word processing, and registration tracking lists. • Provide copies of training information as requested. • Coordinate, distribute, and collect sign in sheets and participant satisfaction surveys. • Produce legible and comprehensive notes that need to be captured at training and meetings and report information to the Training Operations Supervisor. Interface with Academy staff to ensure training and CEU tracking occurs. • Contributes to a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds. • Other duties as assigned <p>The Workforce Development Training & Technical Assistant II will be responsible for the following, in addition to the duties above:</p> <ul style="list-style-type: none"> • Take a lead role in establishing process and procedures for team members • Demonstrate sound judgment and necessary modifications to resolve unusual and complex problems experienced by the trainer and/or trainees. • Demonstrate the ability to perform complex tasks and/or assignments independently • Other duties as assigned
<p>QUALIFICATIONS & EXPERIENCE:</p>	<p><i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <p>Requirements for the Workforce Development Training & Technical Assistant I:</p> <ul style="list-style-type: none"> • Associate's degree (A. A.) or equivalent from a two (2) year college or university; Bachelor's degree preferred • Six (6) months to one (1) year related experience and/or training; Preferably one (1) year experience in training/event coordination and planning • Social Services experience desirable • Organizational and multi-tasking skills with attention to detail • Ability to communicate in a friendly and professional manner with all Academy and County staff • Ability to collaborate, develop work plans, and follow through on agreed upon action items and duties. • Demonstrated professional writing and speaking skills • Fluency in computer skills, including spreadsheets and word-processing • Ability to edit and synthesize material from other staff • Ability to troubleshoot system issues and training logistics • Ability in maintaining confidentiality as appropriate when dealing with staff training issues • Overnight stays required • Valid driver's license, reliable vehicle and insurance required • Knowledge and use of audiovisual equipment, smart classrooms, internet access, cloud based systems such as Google docs, Box, Dropbox, Smartsheet, etc. • Knowledge and use of web based video conferencing formats such as: Zoom, Skype, Teams and Team viewer, etc. <p>Requirements for the Workforce Development Training & Technical Assistant II (in addition to the requirements listed above):</p> <ul style="list-style-type: none"> • One year experience performing the duties of a Workforce Development Training and Technical Assistant I or similar job classification. • Ability to work independently with minimal supervision
<p>SALARY/BENEFITS:</p>	<p>Workforce Development Training & Technical Assistant I: \$3,293.33 - \$3,553.33 per month. Benefits include medical, dental, vision, life insurance, 401(k), vacation, sick and holiday pay.</p> <p>Workforce Development Training & Technical Assistant II: \$3,640.00 - \$4,231.89 per month. Benefits include medical, dental, vision, life insurance, 401(k), vacation, sick and holiday pay.</p>

DEADLINE:	Application review begins May 10, 2024 . Position will remain open until filled.
TO APPLY:	Please visit the Auxiliary Human Resources page at https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html for job announcement and application. E-mail completed application & resume to: HRAUX@LISTSERV.csufresno.edu

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

*California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>
Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.*

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