

Staff Development Program Specialist
State Bureau of Procurement
WisPro Resources & Special Programs (WisPro) Section

Position Description

Under the general supervision of the Section Chief for the WisPro Resources & Special Programs (WisPro) Section, the Staff Development Program Specialist is responsible for the coordination of all aspects of procurement training course development for procurement staff, including both in-person and computer-based trainings (eLearnings) for the Bureau of Procurement. This position administers the procurement training and professional development program for the enterprise, coordinating activities to develop the overall training program, to include scheduling training rooms and dates, developing training (e.g., classes, workshops, outreach training, online, and other methods) from source material internal and external to the department. This position is responsible for researching, planning, developing, evaluating, and coordinating all aspects of development and provisioning of training by instructor-led, eLearning, and written guides for all levels of users for the purposes of offering basic procurement education as well as for advanced procurement professionals seeking various certifications through continuing education credits, and is responsible for coordinating all aspects of the annual procurement conference. Audiences for training include, but are not limited to purchasing staff, non-procurement program staff, managerial and supervisory staff, appointed administrative officers, legislators, vendors, and other interested parties.

This position is also responsible for drafting, editing, and assisting with the distribution of communications related to trainings, conferences, procurement systems, procurement policy, and procurement in general, for distribution via multiple formats, including but not limited to electronic newsletters, emails, brochures, and websites. The Staff Development Program Specialist ensures that programs maintain a high quality, support the strategic initiatives and values of the organization, and convey a consistent, positive, and supportive message. This position performs services for the bureau and procurement staff representing state agencies and the University of Wisconsin and works cooperatively with procurement staff across the state and with the training office in the DOA, Division of Personnel Management.

GOALS AND WORKER ACTIVITIES:

- 35% A. Coordination of all aspects of procurement training course development for state agency procurement staff that includes planning, developing, and implementing the Bureau of Procurement programs.**
- A1. Develop learning objectives, training methodologies, and training materials for in-person and eLearnings, including learning tasks, handouts, computer-generated presentations, and web-based materials tailored to all levels of learners. Assist with design and development of needs assessments, achievement-based objectives, and curricula based on adult learning principles.
 - A2. Participate in strategic planning and workplan development with the bureau to ensure training supports organizational initiatives.
 - A3. Develop measures to assess the impact of training on organizational objectives. Evaluate and revise workshops to ensure the achievement of learning objectives and effectiveness of materials.
 - A4. Act as training consultant to delegated procurement offices of other agencies and campuses to improve their purchasing training programs.

30% B. Create, manage, administer, and deliver all aspects of the enterprise procurement training program through eLearning (computer-based training) and in-person courses.

- B1. Administer the provisioning of training facilities and equipment for use during training. Coordinate staff to perform the training when not performed directly by this position. Guide the instructors in how to perform, or improve performance of the training. Maintain external contacts for hosting presentations. Provide direction for computer set-up, audio-visual use, smart board, and other presentation equipment.
- B2. As required, directly provide training to target audiences based upon the annual training program and/or identified immediate needs.
- B3. Coordinate management development and supervisory-related training related to procurement operations, and technical skills training related to use of procurement systems.
- B4. Conduct an evaluation of each training sub-program and the comprehensive department program to determine the quality of training staff, training aids, and facilities and whether department goals were met. Initiate, develop, analyze, and implement survey material/customer feedback for all procurement training programs and to implement continuous improvement to address gaps in training material and implementation.
- B5. Coordinate and promote the annual procurement conference. Write promotional announcements for each training program and publish on the training website.
- B6. Create communication plans in conjunction with STAR to promote procurement functional training programs offered by the bureau. Oversee the entry of registration information into the training database. Provide statistics on training to division management staff.
- B7. Create and maintain data including course descriptions, schedule, and registrant records. Respond to questions from registrants.
- B8. Coordinate the development and administration of a training website consistent with department policy. Recommend policy and procedure changes as necessary to division leadership.
- B9. Implement a strategy to develop eLearnings in conjunction with the capabilities of the training systems.

30% C. Promotion and outreach of enterprise procurement training program that includes interaction with various stakeholders, e.g., procurement professionals at state agencies, suppliers, and senior management.

- C1. Represent the Department regarding procurement training concerns in contacts with other state agencies, the Interagency Procurement Council, the State Agencies Procurement Council, private industry, vendors, training organizations, and professional organizations. Provide a forum for discussion and coordination of feedback.

- C2. Consult and guide management staff on addressing specific procurement performance issues through training.
- C3. Facilitate and guide management in developing changes in training to meet procurement statutory language requirements. Stay current with new statewide directions in public procurement training needs.
- C4. Administer websites consistent with Department policy. After consultation with user agencies and other interested parties, recommend policy and procedure changes for statewide agencies. Create assessments, user testing, evaluation components, and website maintenance.
- C5. Establish a strategic marketing plan that will promote the use of the WISBuy system and other procurement systems with assistance and input from Bureau and Division leadership.
- C6. Create brochures, newsletters, and other materials, including branding, as needed for effective communication for the division.
- C7. Develop communication and outreach plans to promote changes related to procurement practice, system, and policy changes. Draft and edit written communications such as emails, webpages, promotional materials, and newsletter articles.
- C8. As directed by the Deputy or Bureau Director, support the training and outreach efforts of the Vendor Management Program.
- C9. Respond to written and verbal inquiries and answer questions via phone and online for the bureau help desk.

5% D. Participation in other functions relative to the Bureau.

- D1. Leads or participates in Division initiatives and projects.
- D2. Complete various assignments as requested by the Division leadership.
- D3. Attend related training programs, conferences, and seminars.
- D4. Keep abreast of new instructional methods and techniques.

KNOWLEDGE, SKILLS AND ABILITIES

- 1. Knowledge of training program development and administration including curriculum development, setting educational objectives.
- 2. Knowledge of instructional design based on adult learning principles.
- 3. Knowledge of training needs assessment and program evaluation methods, e.g., design, conduct, and evaluate training needs.
- 4. Knowledge of performance measurement.
- 5. Strong writing and editing skills.

6. Knowledge of authoring and distributing eLearnings (computer-based trainings).
7. Knowledge of procurement practices and procedures including eCommerce system knowledge.
8. Effective interpersonal skills. Ability to work with and support a diverse audience.
9. Professional communication skills, both in writing and verbal, including formal presentations.
10. Skill in leading and facilitating teams/work groups, both small and large.
11. Knowledge of event planning and coordination.
12. Knowledge of information technology and software, especially online material development, e.g., Microsoft Office Suite, Microsoft Teams, Articulate 360, website design, Skype, SharePoint, SurveySelect, and LMS Systems.
13. Research and analytical skills.
14. Organizational skills.
15. Customer service skills.
16. Ability to create and adapt presentations and written material to diverse audiences.
17. Strong presentation and facilitation skills.
18. Knowledge of audiovisual development for live presentations.
19. Skill in marketing and promotion of programs.