

SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Change Management Trainer/ Coordinator	CLASSIFICATION:	Non-Represented Management, Classified
SERIES:	Coordinator II	FLSA:	Exempt
JOB CLASS CODE:	9698	WORK YEAR:	12 Months
DEPARTMENT:	Business Services	SALARY:	Range 11 Salary Schedule A
REPORTS TO:	Chief Business Officer	CABINET APPROVAL:	05-01-15

BASIC FUNCTION:

The Change Management Trainer/Coordinator objective is to ensure the new change initiatives introduced into the District help to further the District's objectives that fit in completely with the District's vision and mission. The change initiatives or projects within the District will include changes to technology and systems, changes to business processes, and changes in organizational structure and job roles. The Change Management Trainer/Coordinator will be able to create conditions for a smooth transition to changes with least resistance from the employees and maximum enthusiasm to adapt to the change; provide direct support and coaching to front-line District personnel as they help their direct reports through transitions; and support project teams in integrating change management activities into their project plans.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principle job elements.)

Ensure the new change initiatives introduced into the District help to further the District's objectives that fit in completely with the District's vision and mission. **E**

Develop and implement a structured change management strategy and District communication plan. **E**

Assess and identify the District change impact; identify, analyze, and prepare risk mitigation tactics; and identify and manage anticipated resistance. **E**

Create actionable deliverables for the five change management levels: communications plan, sponsor roadmap, coaching plan, training plan, and resistance management plan. **E**

Create conditions for a smooth transition to changes with least resistance from the employees and maximum enthusiasm to adapt to the change. **E**

Manage and lead the communication and training development and coordination of all awareness and engagement activities; coordinate reviews of communication materials created by the project team to promote consistency. **E**

Consult and coach project teams. **E**

Assist with the presentation of communication materials to internal and external stakeholders and interested parties when required. **E**

Escalate issues and concerns to the appropriate project team. **E**

Monitor and report on the effectiveness of transformation activities. **E**

Performs quality assurance on all communication materials delivered to stakeholders and interested parties. **E**

Develop and maintain a communication plan with Change Ambassadors regarding materials to be presented to stakeholders; train Change Ambassadors on change management material and create process and procedures. **E**

Manage and lead the development and coordination of all training activities. **E**

Attend project meetings with stakeholders and interested parties as necessary to obtain confirm key and consistent messages are communicated clearly. **E**

Maintain the District Workday website. **E**

Coordinate reviews of training materials by project team (or representatives thereof). **E**

Perform quality assurance on all training materials for delivery readiness. **E**

Lead the development of the District's systems and protocols to ensure data and information systems are understandable and utilized by all stakeholders. **E**

Monitor and support compliance with reporting necessary for external contracts and internal systems for managing data. Facilitate data retrieval for staff members as needed for reporting, continuous improvement, or other purposes. **E**

Train, supervise, and evaluate the performance of assigned staff: assign and review the work of staff. **E**

Identify, develop, and provide District staff development and training regarding Workday and data management processes and systems; provide technical assistance; disseminate information; and respond to inquiries. **E**

Creates and oversees plans to ensure project quality and user satisfaction across the District. **E**

Construct and coordinate project timelines and goals, continually monitor projects for meeting goals, and adjust project plans as necessary. **E**

Trains program staff members to collect, record, and maintain information related to a variety of projects. **E**

Conduct data collection, organization, compilation, analyses, and accurate interpretation of the findings; and create and maintain assessment databases. **E**

Collect data and input from stakeholders for a variety of project implementations. **E**

Independently produce quality reports for communication to a variety of stakeholders on project and research timelines, goals, and outcomes. **E**

Write comprehensive, objective reports and present information to a wide range of audiences. **E**

Collaborate with various department staff members to develop and implement data systems and processes related to data collection, monitoring, analysis, and reporting. **E**

Work with school improvement initiatives that address student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities. **E**

Provide a positive climate of interaction and communication between school staffs, families, and the community, as related to Business Services and change management. **E**

Perform related duties as assigned.

TRAINING, EDUCATION, AND EXPERIENCE:

Any combination equivalent to: Bachelor's degree and advanced degree in education, public policy, business, social sciences, library and information sciences, or related field strongly preferred. At least three years of experience in roles with project management, change management, and training. Preferred experience in implementation and management of projects in motivating and accomplishing work with others, managing expense budgets, and creating work plans; experience and knowledge of change management principles and methodologies.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license; provide personal automobile and proof of insurance.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Strong understanding of how people go through a change and the change process.

Experience and knowledge of change management principles, methodologies, and tools.

Acute business acumen and understanding of organizational issues and challenges.

Familiarity with project management approaches, tools and phases of the project lifecycle.

Experience with large-scale organizational change efforts.

The data inquiry process.

Effective management practices and supervision techniques.

Technical aspects of field of specialty.

Standardized, performance-based, and other assessments.

Database systems and data management.

Computer software applications relevant to educational assessment and research.

Methodology used in educational research design and statistical analysis.

Theory and practice related to student learning and educational measurement.

State and federal laws, regulations, and codes dealing with the reporting of educational programs.

School district organization, operations, policies, and objectives. Standard statistical and qualitative methodologies (e.g. basic research design and methods and other generally-accepted analysis approaches).

Theory and practice related to student learning and educational measurement.

ABILITY TO:

Demonstrate exceptional communication skills – both written and verbal.
Prove excellent active listening skills.
Clearly articulate messages to a variety of audiences.
Establish and maintain strong relationships.
Influence others and move toward a common vision or goal.
Be flexible and adaptable; able to work in ambiguous situations.
Demonstrate problem solving and root cause identification skills.
Work effectively at all levels in an organization.
Be a team player and able to work collaboratively with and through others.
Demonstrate acute business acumen and understanding of organizational issues and challenges.
Familiarity with project management approaches, tools and phases of the project lifecycle.
Apply advanced computer literacy skills, including fluency with MS Office software and statistical software programs.
Demonstrate strong verbal, written, and graphical communication skills: Interpersonally, in consultative and facilitative roles, and as a presenter.
Intersect various groups, stakeholders, and data to make recommendations for action in the management of projects.
Produce reports and recommendations that are evidence-based and compliant.
Create and maintain strong relationships interdepartmentally to advance the district's mission and ensure positive outcomes.
Create and maintain strong relationships externally, including independent management of contracted services with research organizations, universities, and others.
Coordinate logistics as well as ability to be flexible and problem-solve.

WORKING CONDITIONS:**SAMPLE ENVIRONMENT:**

Office environment; drive a vehicle to conduct work.

SAMPLE PHYSICAL ABILITIES:

Hear and speak to make presentations and exchange information in person and on the telephone; dexterity of hands and fingers to operate a computer keyboard; see to read and prepare documents and reports, and view a computer monitor; sit or stand for extended periods of time; bend at the waist, reach overhead, above the shoulders, and horizontally to retrieve and store files; and lift moderate to heavy objects.

HEALTH BENEFITS: District pays a portion of the employee's health benefits through District-offered plans.