

HANDOUT #3: MAJOR VS MINOR DUTIES

EXAMPLE – REMOVING MINOR DUTIES // ORGANIZING MAJOR DUTIES BY “BUCKETS” BEFORE (“BAD”):

Minor Duties

Identifying Buckets

1. Provides professional training expertise to **other Bureau components**, federal agencies and states on the program services of the organization.
2. *Provides responses to requests for “ad hoc” training or related reports.*
3. Leads or works on the organization team **planning and implementing** various segments of the training program.
4. *Attends organization team meetings; follows up and ensures closure of open issues.*
5. Provides daily **outreach and liaison** for the Office to Federal agencies, resolving agency concerns, problems and issues.
6. Develops and maintains **effective working relationships** with Federal agencies who have similar program services components or functions.
7. Partners with internal stakeholders and liaisons with subject matter experts regarding **instructional design**.
8. *Conducts background research and gathers data to support responses or presentations. Writes emails, memos, letters, and reports to answer questions or clarify issues.*
9. Assesses instructional effectiveness and summarizes **evaluation reports** determining the impact of training on attendees and how it affects their knowledge, skills, and ability.
10. Markets available **training opportunities** to employees and provides necessary information.
11. Periodically conducts organization wide **needs assessment** and identifies skills or knowledge gaps that need to be addressed.
12. Maintains updated **training curriculum** database.
13. *Organizes and maintains training program files, records, and other related materials.*
14. Develops **training schedules**; finds and obtains instructors; secures the proper facility; sets up and **facilitates the training** session for the trainer.
15. Leads or participates in **technical committees or task forces** composed of Agency and other Federal agency personnel and stakeholder representatives concerning issues of mutual interest in the program services area.
16. Participates with the team in **projects** relating to program services; and develops and maintains effective working relationships with other Bureau components to implement these projects.
17. Provides written input for the Office's various **communication mediums** (newsletter, blog, training announcements etc.).
18. *Supports the administrative needs of the Office, as needed.*
19. *Performs back-up tasks for organization staff, including answering phones, retrieving messages, and directing calls or messages to appropriate personnel.*

HANDOUT #3:
MAJOR VS MINOR DUTIES

EXAMPLE – REMOVING MINOR DUTIES // ORGANIZING MAJOR DUTIES BY “BUCKETS”
AFTER (“BETTER”):

PROGRAM OUTREACH AND LIAISON

Provides training expertise to other Bureau components, federal agencies, and states on the Office’s program services.

Leads or actively participates on the Office team; plans and implements various segments of the training program.

Provides daily outreach and liaison for the Office to other Federal agencies; resolves agency concerns, problems, and issues.

Develops and maintains effective working relationships with Federal agencies that have similar program service area missions/functions.

TRAINING ANALYSIS

Partners with internal stakeholders, and liaisons with subject matter experts, regarding instructional design.

Assesses instructional effectiveness and summarizes evaluation reports determining the training impact on attendees.

Biannually conducts Office-wide needs assessment and identifies skills or knowledge gaps that need to be addressed.

TRAINING FACILITATION

Markets available training opportunities to employees and provides necessary information.

Updates, monitors, and maintains training curriculum database.

Develops training schedules; finds and obtains instructors; secures the proper facility; sets up and facilitates the training session in coordination with the instructor.

Provides written input for the Office’s various communication mediums (newsletter, blog, training announcements etc.).

SPECIAL PROJECTS

Leads or participates in technical committees or task forces composed of Agency and other Federal agency personnel and stakeholder representatives concerning issues of mutual interest in the program services area.

Participates with the Office team in projects relating to program services; and develops and maintains effective working relationships with other Bureau components to implement these projects.

Performs other duties, as assigned.