



**NOTICE:** Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

## Job Specification

**Position Title:** EMPLOYER HEALTH TAX SENIOR TRAINING SPECIALIST  
**Job Code:** AMAPCEO - Financial AdminAma UnitAFA19, 19AFA  
**Job ID:** 17101

### Purpose of Position:

To train staff on all aspects of the branch administration programs as it relates to the transformation of processes including change management during the implementation phases. To evaluate, analyze, modify and update training materials/modules and ensure accuracy and consistency in the communication of the information.

### Duties/Responsibilities:

Assesses the implications of short and long-range training plans/objectives and recommends the most appropriate strategy to ensure the effective delivery of changes in the operational business processes and systems in tax administration.

Consults with clients to conduct needs analysis to determine their specific training needs.

Provides advice to senior management in the development/implementation of the training programs and prepares position papers to support a recommendation or a course of action.

Develops training plans/methodologies to ensure consistency in the application of the Employer Health Tax Act and policies across the branch.

Develops training policies/procedures relating to all branch business and system processes and other related materials.

Researches, develops, updates and maintains all training modules from which courses, presentations, workshops and seminars can be assembled and delivered; writes/edits text, speaker's notes, modules, manuals and attendee handouts; improves training activities.

Delivers and participates in training sessions, courses, presentations, workshops and seminars.

Coordinates, monitors and evaluates the activities of the training programs in meeting the business needs.

Liaises with other internal/external training resources to arrange/develop training materials and sessions.

Manages and/or conducts a variety of special projects relating to the technical training functions which impact on the Employer Health Tax Act and/or administrative procedures.

Provides leadership and guidance to Business Analysts.

### Knowledge:

Work requires an in-depth knowledge of branches business systems and operational policies and procedures (i.e. Employer Health Tax Act) to develop/deliver/write training materials gained through advanced academic training or proven related work experience. Excellent research and analytical skills to evaluate training needs/requirements, assess the impact of changes in processes, determine the implementation/feasibility and cost of training options and evaluate the overall success of various training programs. Thorough knowledge of project management and strong organizational skills to participate on a project team and assist in the planning, preparation and implementation of a variety of business and system process improvements for branches tax administration programs. Knowledge of adult learning and training principles to formulate appropriate training plans and make recommendations for improvement of program delivery. Superior writing skills to prepare training modules/materials/speaker's notes, position papers, reports, summaries, etc. and to review/edit various training materials. Superior oral communications skills to effectively deliver training information and to

discuss issues with senior management and clients. Knowledge of mainframe computer systems branch applications (i.e. ONT-TAX, ITAS) and ministry software to develop/deliver training materials, design work aids and maintain statistical information on training. Knowledge of special equipment such as notebook projectors for use during presentations/courses/seminars/workshops.

**Judgement:**

Work is performed under the general supervision of the Manager, Training and Learning with guidelines available from interpretation bulletins, audit and operational manuals, policies, act and regulations. Complex matters are discussed with the senior management. Judgment is exercised in assessing the specific training requirements and determining the effect of changes in legislative and/or administrative policies/procedures and on staff learning and development needs. Judgment is required in researching, analyzing, designing and implementing training programs which will address the specific client`s needs and in identifying inter-relationships with legislative/administrative changes. Judgment is required in developing recommendations and plans of action, assessing business priorities and objectives to provide timely, accurate and meaningful training information to staff, meeting challenging project time frames and deadlines and quickly adjusting to obstacles and to changes in project directions/priorities.

**Accountability - Programs:**

Accountable for undertaking thorough research and analysis on issues impacting training materials including Employer Health Tax Act legislation, audit, services and operational practices/policies and providing detailed explanations and recommendations to improve delivery of training programs; providing complete and concise position papers, reports and summaries for use by the management and senior executives; establishing and providing consistent training programs.

**Accountability - Personnel:**

Provides leadership to Business Analysts.

**Accountability - Finance & Material:**

Prepares/ensures training materials, handouts and workbooks are available for effective and efficient delivery of training programs. Ensures that the training programs are delivered within budget. Ensures that external service providers comply with contractual obligations and service level agreements.

**Accountability - Impact of Errors:**

Insufficient research and/or inaccurate analysis of training needs of staff could negatively influence employees on-the-job work performance and hence reflect poor service to the public (e.g. over/under assessment of tax, interest or penalties, or loss of public confidence, possible inequitable treatment resulting in embarrassment to the ministry).

**Contact - Internal:**

Regular contact with project members and with multi statute branch managers and staff regarding training needs analysis, evaluation and problem resolution. Occasional contact with Human Resources Branch to seek advice on training and learning plans. Occasional contact with senior ministry officials.

**Contact - External:**

Occasional contact with external consultants, educational institutions to obtain and/or exchange information relating to training. May participate on inter-ministry training committees.