



Learning & Organization Development Specialist

General Summary

Work collaboratively with others to sustain a culture of continuous learning supporting the city's efforts to be *The Best of Oregon*. The Learning & Organization Development Specialist will be responsible for managing all aspects of the city's training program and organizational development initiatives. Assess training needs of the organization and develop recommendations. Serve as a consultant to department directors and managers in assessing individual and team effectiveness and facilitating appropriate interventions. Design and deliver management and employee development training to increase capabilities and support the city's priorities and goals.

Key Distinguishing Duties

The key distinguishing duty of the Learning & Organization Development Specialist is its overall responsibility for assessing city, department, and individual needs and developing corresponding organization development and training initiatives and solutions.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Assess organizational effectiveness; develop recommendations and assist with implementing appropriate improvement strategies. Align training, organization development and Human Resources initiatives to support continuous improvement of organizational performance.
2. Provide coaching and facilitation to increase individual and team performance. Facilitate planning sessions, provide team building, and develop customized training for workgroups. Coach and consult with supervisors and managers to increase managerial effectiveness and resolve issues.
3. Assess training and development needs. Design and deliver and/or coordinate relevant and engaging learning solutions. Develop support materials such as facilitator guides, participant handouts, and job aids. Measure the effectiveness of training initiatives.
4. Manage staff or consultants providing training. Prepare requests for proposals; select consultants and administer consultant contracts. Manage organization development and training program budget.

5. Provide training and continuous improvement of the organization's performance management and competency processes.
6. Work collaboratively with department heads and managers to identify and review workforce needs and prepare succession plans.
7. Engage in administering organization climate assessments. Facilitate analysis of results, feedback and action planning.
8. Support and integrate diversity, equity and inclusion into training, organization development, and Human Resources initiatives.
9. Handle sensitive personnel matters; maintain confidential and privileged information.
10. Serve as a member of the Human Resources Department management team; participate in the development of Human Resources goals, objectives, policies and procedures; may act in the capacity of the Human Resources Director in his/her absence.
11. Model respectful working relationships and create a workplace that supports all employees; support city leadership in successfully responding to the changing needs of a diverse organization and the commitment to equity and human rights.
12. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing the city's vision and goals and in setting standards for excellence in internal and external customer service.
13. Participate in the City Emergency Management program including classes, training sessions and emergency events.
14. Follow standards as outlined in the Employee Handbook.

Other Functions

1. Serve on or provide support to a variety of committees, task forces, boards, commissions, and advisory groups as necessary.
2. Perform other related duties of a similar nature.

Minimum Qualifications (requirements at entry level):

Knowledge of:

- ◆ Principles and practices of training related to adult learning in an employment setting.
- ◆ Principles and practices of organizational development with emphasis on change management, talent development and employee engagement.
- ◆ Human resource practices, laws, and regulations related to training and organization development.
- ◆ Public purchasing and contracting laws and regulations.

- ◆ Project management methodology and tools including budgeting, resource allocation and scheduling.
- ◆ Various assessment tools and applications such as survey-guided feedback, climate surveys, engagement surveys, and behavioral surveys.
- ◆ Human resource management principles and practices.

Skill/Ability to:

- ◆ Assess individual, workgroup, and city-wide development needs and recommend appropriate solutions.
- ◆ Plan and facilitate organizational effectiveness initiatives using sound project management methodology.
- ◆ Develop, implement, and evaluate cost effective training programs in alignment with the city's vision and priorities.
- ◆ Prepare clear and organized training material including developing facilitator guides, participant workbooks, audio-visual aids, and job aids as well as concise reports and other written material.
- ◆ Develop clear, concise, creative communication and marketing materials.
- ◆ Provide engaging and effective presentations and course instruction, facilitate meetings, prepare and facilitate team building for workgroups.
- ◆ Demonstrate leadership and strong customer service skills while developing effective relationships with people at all levels in the organization, consultants and others.
- ◆ Exercise tact and diplomacy in dealing with sensitive and complex training or development issues.
- ◆ Effective use of consulting, coaching, problem solving and influence skills.
- ◆ Work independently and as part of a team; be proactive and take initiative.
- ◆ Effectively manage multiple projects and tasks to successfully meet deadlines.
- ◆ Use a personal computer, Microsoft Office Suite, learning management system, and other software as required for position.

Minimum Experience Required for Entry

Bachelor's degree in human resources, public/business administration, organization development or a related field, and a minimum of five years of experience in leading organization development interventions and developing, delivering or coordinating, and evaluating training, or an equivalent combination of education and experience to perform the essential functions of the position. Minimum of two years of program management experience.

Public sector experience is preferred. CPLP certification desirable.

Licensing/Special Requirements

- ◆ Must receive Oregon Criminal Justice Information Services certification within three months of hire.
- ◆ Must possess a driver license valid in the State of Oregon and have an acceptable driving record.

Working Conditions

Duties are primarily performed in an office environment. Some local travel for meetings, visits to customer and consultant sites, and setting up professional development classes at various city facilities is required. Regular focus on a computer screen. Regular use of a keyboard or similar device. Weekly dealing with distraught or difficult individuals. Occasional attendance at meetings or activities outside of normal working hours. Operation of a motor vehicle on public roads.

Classification History

Created: 3/16
Status: M2
FLSA: Exempt

Department Head Signature

Human Resources Signature

Date

Date