## General Statement of Duties

Consults with client to provide strategic organizational business solutions. Designs, delivers, coaches, facilitates and continuously improves organizational and individual development projects, programs, interventions and initiatives.

## Distinguishing Characteristics

This class is part of the Learning and Development job series. The job series encompasses the following job classifications and a summary of their essential job function is as follows:

- **Learning and Development Analyst or HR Business Partner**: These jobs are first and second levels of a three-level series. The essential function of the Learning and Development Analyst job is to develop and deliver learning content, potentially maintain a Learning Management System or other educational repository and evaluate program results. The essential function of the HR Business Partner is to counsel and coach employees and supervisors on human resource issues and serves as the first point of HR contact within the Agency.

- **Senior Learning and Development Analyst/Senior HR Business Partner**: These jobs are second and third levels of a three-level series. The essential function of the Senior Learning and Development Analyst is to design content for the online learning system, develop and track evaluations, design, develop and deliver competency-based learning programs, resources and curriculum. The essential function of the Senior HR Business Partner is to provide HR guidance, coaching and facilitation support and solutions for a variety of workplace issues.

- **Organizational Development Specialist**: This job is the third level of a three-level series. The essential function of this job is to consult with client to provide strategic organizational business solutions. Designs, delivers, coaches, facilitates and continuously improves organizational and individual development projects, programs, interventions and initiatives.

## Guidelines, Difficulty and Decision-Making Level

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination of several functions, programs, or projects in various stages of completion.

## Level of Supervision Received & Quality Review

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.
## Interpersonal Communication & Purpose
Contacts of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

## Level of Supervision Exercised
By position, performs lead work and/or supervises human resources staff.

## Essential Duties
Identifies the needs of leadership capability. Implements and facilitates leadership development programs.
Evaluates effectiveness of leadership development programs. Delivers valuable insight and recommendations to drive business outcomes.

Designs, develops, implements and facilitates OD learning initiatives/interventions as directed by agency business strategy.

Consults with clients on execution of organizational development strategy. Creates content, coaches, and provides feedback.

Supports continuous improvement to city-wide learning and development strategy for employee engagement.

Conducts assessments, gap analysis, and strategy development for individual learning and organizational development.

Develops organizational competencies and capability to improve individual and team performance.

## Competencies
**Working with People** - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

**Customer Service** - Works with customers to assess needs, provides assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Influencing/Negotiating** – Persuades others to accept recommendations, cooperate, or change their behavior, works with others towards an agreement, and negotiates to find mutually acceptable.

**Interpersonal Skills** - Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Planning and Evaluating** - Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

**Problem Solving** - Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**Teaching Others** – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.
Knowledge & Skills

Knowledge of hiring, classification, benefits, labor relations, negotiation, and federal, state and local employment regulations.

Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Knowledge of teaching, training, research, making presentations, lecturing, testing, and other instructional methods.

Knowledge of the principles and practices of adult training.

Education Requirement

Bachelor's Degree in Business Administration, Human Resources, or a related field.

Experience Requirement

Six (6) years of experience in a Learning and Development field.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to pressure for multiple calls, inquiries, and interruptions.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Hysical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Hearing: perceiving the nature of sound by ear.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.

Sitting: remaining in the normal seated position.

Stooping: bending the body by bending the spine at the waist.

Talking: expressing or exchanging ideas by means of spoken words.

Vision Near acuity: ability to see clearly at 20 inches or less.

Background Check Requirement

Criminal Check

City and County of Denver
Education Check
Employment Verification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

Pay Grade: A-812
FLSA Code: Y
Management Level: 9
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date: 2/24/19
Revised By: Blair Malloy
Class History: Updated level of supervision and other minor edits.