## General Statement of Duties

Directs and implements the Learning and Development strategy for the City through program development, counseling, and leadership of Learning and Development staff. Serve on various teams that have citywide impact where the expertise is used to plan and deliver on projects. Develop specific actions necessary to accomplish the citywide Learning and Development vision in partnership with the Executive Director and Deputy Director of OHR.

## Distinguishing Characteristics

There are three general management classes (Manager, Director, and Executive) and specific individual management classes. The Manager is a first level management class. A Manager oversees work groups/areas within a division or agency and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager position is operationally and/or functionally focused.

The Director is a mid-level management class. A Director manages a division or agency and is generally responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and/or functionally focused as well as strategically focused.

The Executive is the highest level of management class in the city other than appointees or elected officials. An Executive directs multiple divisions and is generally responsible for supervising directors, managers, supervisors, and individual contributors. An Executive position is strategically focused.

The Learning and Development Director class is distinguished from the Executive Director of the Office of Human Resources that directs a comprehensive, city-wide Human Resources Office by establishing a multi-year vision and strategic plan for the organization while ensuring alignment with the city's broader organizational and human resources goals and objectives and ensures the organization accomplishes annual goals and initiatives.

## Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated mission, vision, and objectives for the organization.

Work assignment is unstructured. Employee is responsible for developing, directing, and managing outcomes and multi-year strategies in order to achieve the objectives of the division/agency.

Duties performed involve weighing and evaluating multiple, complex factors requiring a high degree of judgment, analytical ability, and problem solving.

Employee is responsible for managing multiple operations or functions, generally with city-wide responsibilities, that require developing and implementing strategies, business plans, and policies; determining required resources; defining and evaluating agency/division performance standards; and resolving complex business problems.

## Level of Supervision Received & Quality Review

Responsible and accountable for driving a business strategy and achieving results for a division/agency with multiple functions or units.

Work is reviewed for soundness of judgment and conclusions, fiscal accountability, and the attainment of goals and objectives of the organization.
**Interpersonal Communication & Purpose**

Communication at this level is internally and externally focused. Involves establishing and maintaining effective, collaborative working relationships with employees, peers, and other stakeholders including appointed and elected officials. Provides information and negotiates solutions to business issues that have major consequences or long-term significance.

**Level of Supervision Exercised**

Directs a human resources division by supervising managers, supervisors, and may supervise individual contributors.

**Essential Duties**

Directs the Learning and Development team. This involves keeping the team on target in accomplishing goals that fulfill the OHR vision.

Develops strategy and specific actions necessary to accomplish the Citywide Learning and Development vision in partnership with the Executive Director and Deputy Director of OHR.

Leads key conversations to include mayoral meetings, Career Service Board meetings, with Appointees, Directors and Service Team Managers concerning plans and strategy execution.

Leads citywide training and cohort programs.

Develops, tracks and manages budget to support the strategic initiatives.

Serves on various teams that have citywide impact facilitate to planning and delivery of projects.

Serves as point of contact for Workday implementation for Performance Management and leads the change management initiative Citywide.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

- **Adapting and Responding to Change** - Adapts to changing circumstances and direction. Accepts new ideas and change initiatives.

- **Thinking Strategically** - Thinks strategically and promotes best practices and leading-edge ideas.

- **Deciding and Initiating Action** - Takes responsibility for actions, projects and people; makes quick, clear decisions why may include tough choices, after considering risks

- **Delivering Results** - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.
Persuading and Political Influence - Gains clear agreement and commitment from others by persuading, convincing and negotiating. Makes effective use of political processes to influence others.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

### Knowledge & Skills

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

Knowledge of the principles and practices of adult training.

Knowledge of the impact of change on people, processes, procedures, leadership, and organizational culture; knowledge of change management principles, strategies, and techniques required for effectively planning, implementing, and evaluating change in the organization.

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.

### Education Requirement

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

### Experience Requirement

Ten (10) years of professional level human resources experience including five (5) years managing a human resources function.

### Education & Experience Equivalency

Two (2) years 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 long, irregular hours.
Subject to pressure for multiple calls, inquiries, and interruptions.
Subject to varying and unpredictable situations.

### Level of Physical Demand

1-Sedentary (0-10 lbs.)
### Physical Demands

(Physical 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
- Education Check
- Employment Verification

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

- **Pay Grade:** A-818
- **FLSA Code:** Y
- **Management Level:** 4
- **Established Date:** 9/21/2018
- **Established By:** Lori Schumann
- **Revised Date:** 2/24/19
- **Revised By:** Blair Malloy
- **Class History:** Updated minimum quals and other minor spec edits.