Office of Human Resources
Learning and Development Manager - LA3208
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General Statement of Duties
Collaborates with the Director of Learning and Development to drive talent management, employee development strategies, and training management. Partners with human resources service teams.

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 Manager 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 objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received & Quality Review
Under managerial direction, the employee is responsible for achieving the work objectives of an organizational unit(s) within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work.

Work is reviewed for soundness of judgment, feasibility of decisions, and work production based on defined performance standards.
Interpersonal Communication & Purpose

Communication at this level is primarily internally focused and involves establishing and maintaining effective working relationships with team(s), related work areas, and higher-level managers. Provides guidance and interpretation of the organization’s policies, procedures, and standards. Provides information to higher level managers and elected and appointed officials.

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and knowledge are required. Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

Level of Supervision Exercised

Manages a work group(s) within a division by supervising supervisors and/or individual contributors.

Essential Duties

Partners with HR Managers citywide to develop the Learning & Development Strategy within their respective agencies.

Executes ongoing needs assessments of key capabilities and business gaps and leader competencies required to deliver business strategy.

Manages the design, launch, communication and sustainability of core leadership development programs.

Manages all aspects of the vendor/contractor process, including RFP’s, vendor selection, vendor management, and program design and program evaluation.

Collaborates assessment debriefing sessions in teams and individually from the suite of assessment offerings in the Citywide Learning & Development Strategy.

Assesses the quality and impact of learning and development programs and processes using best practice methods and tools. Identify opportunities for continuous improvement.

Conducts Train the Trainer sessions to strengthen the HR Manager and Generalist capability to deliver quality training aligned with the Learning & Development Strategy.

Delivers key development sessions, such as Leader as Coach, STARS Orientation, New Leader Onboarding, DiSC, in support of the Learning & Development Strategy.

Assesses the quality and impact of learning and development programs and processes using best practice methods and tools. Identify opportunities for continuous improvement of materials and delivery.

Oversees the management of the citywide programs for leadership development, Emerging Leader and APEX.

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

Analyzing and Interpreting – Analyzes complex information and applies expertise to produce high quality work products.

Creating and Innovating - Encourages and produces new ideas, approaches, and insights. Creates innovative products, programs and designs.

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.

Influencing - Collaborates with, persuades and influences 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.

Skill in conducting needs assessment and gap analysis

Skill in effectively managing vendors.

Education Requirement

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

Experience Requirement

Five (5) years of professional level human resources experience including three (3) years supervising staff.

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

For DPL Positions Specifically:

Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.
Handles absentee replacement on short notice.
Handles emergency or crisis situations.
Occasional pressure due to multiple calls and inquiries. Subject to pressure for multiple calls, inquiries, and interruptions.

**Level of Physical Demand**

For DPL Positions Specifically:
1-Sedentary (0-10 lbs.) - 2-Light (10-20 lbs.)

**Physical Demands**

For DPL Positions Specifically:

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

- **Sitting**: Remaining in a stationary position.
- **Reaching**: Extending the hands, arms, or other device in any direction.
- **Handling**: Seizing, holding, grasping, through use of hands, fingers, or other means.
- **Fingering**: Picking and pinching, through use of fingers or otherwise.
- **Talking**: Communicating ideas or exchanging information.
- **Hearing**: Perceiving and comprehending the nature and direction of sounds.
- **Repetitive Motions**: Making frequent or continuous movements.
- **Eye/Hand/Foot Coordination**: Performing work through using two or more body parts or other devices.
- **Vision Near Acuity**: Ability to perceive or detect objects at 20 inches or less.
- **Vision Far Acuity**: Ability to perceive or detect objects clearly at 20 feet or more.
- **Depth Perception**: Ability to judge distances and space relationships.
- **Lifting**: By Position, may move objects up to 10 pounds, or 10-20 pounds from one level to another.

**Background Check Requirement**

- Criminal Check
- Education Check
- Employment Verification

**Assessment Requirement**

None

**Probation Period**

None

**Class Detail**

- **Pay Grade**: A-815
- **FLSA Code**: Y
- **Management Level**: 5
- **Established Date**: 8/1/2019
- **Established By**: Conor Wildt
- **Revised Date**:
- **Revised By**:
- **Class History**:

City and County of Denver