



Office of Human Resources
Online Designer - CA3003
THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Works within a team that creates learning content. Works with subject matter experts to develop new training and information modules. Administers online learning portal for the Office of Human Resources.

Distinguishing Characteristics

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

- Online Designer: This job is the first level of a two-level series. The essential function of this job is to work with subject matter experts to develop new training and information modules and administer the online learning portal for the Office of Human Resources.
- Senior Online Designer: This job is the second level of a two-level series. The essential function of this job is to provide creative direction and leadership to expand the reach of online learning, including eLearning, virtual platforms (such as WebEx, Adobe Connect, Skype for Business, and videoconferencing), and blended (which includes a combination of instructor-led and eLearning) with other agencies/departments, manage the design and development of new content, and maintain relationships with subject matter experts to develop learning materials.

Level of Supervision Exercised

None

Essential Duties

Creates online content developed per disciplined process of identification of objectives and transferring those to a project plan to outline all necessary course completion qualifications.

Performs weekly administrative tasks for online university using Skill Soft software.

Provides customer service and troubleshooting to online course end users.

Acts as a subject matter expert in one or more disciplines of human resources and provides leadership, and direction to departments/agencies to achieve city objectives related to the city's vision and priorities.

Serves as an internal consultant to solve operational performance issues, provides technical assistance to colleagues and/or managers, and ensures consistency and equity in both policy and practice.

Presents findings and recommendations to department managers and/or boards/commissions to gain support and approval of proposed recommendations and implementation strategies.

Cultivates, fosters, and maintains positive working relationships with managers, supervisors, employees, and other stakeholders to gain their cooperation and support in assigned projects/studies.

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

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 solutions.

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.

Knowledge & Skills

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

Knowledge of multiple operating tools and programs, media formats, audio recording/editing, video recording/editing.

Knowledge of adult learning theory and training techniques.

Knowledge of access policy, end users and their distinctions.

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

Education Requirement

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

Experience Requirement

Two (2) years of experience in a learning and development environment.

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

(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-810

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: