



Office of Human Resources  
Online Designer Senior - CA3002

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### General Statement of Duties

Provides creative direction and leadership to expand the reach of online learning including eLearning, virtual platforms, and blended with other agencies and departments. Manages the design and development of new content. Maintains relationships with subject matter experts to develop learning materials.

### 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

By position, performs lead work and/or supervises human resources staff.

### Essential Duties

Performs a variety of complex analytical, technical, and administrative human resources functions in support of citywide departments/agencies.

Serves as a strategic business partner to conduct needs analysis, develop learning objectives, and offer multiple learning solutions that meet the client's business needs.

Meets with SMEs to educate them about the Online Design and Development Process, develops SME worksheets and executes Project Plans.

Manages, designs, and develops custom/required online content (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) to upload into the city's Learning Management System (LMS)..

Improves existing content utilizing current technology and methodologies.

Creates partnerships and builds constructive relationships to enhance the service delivery of OHR products and services.

Produces audio and visual components of online content to include eLearning, virtual platforms (such as WebEx, Adobe Connect, Skype for Business, and videoconferencing), and blended (which includes a combination of instructor led and eLearning).

Demonstrates continuous process and quality improvement, decrease production times, enhance content quality, streamline work processes, and work cooperatively and jointly to provide quality customer service.

Develops, analyzes, and reports findings of formative and summative evaluations for content developed.

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.

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.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

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.

### **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**

Six (6) 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-812**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**