



Office of Human Resources
HR Learning and Development Analyst - LA3028
THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Develops and delivers learning content. May maintain a Learning Management System or other educational repository. Evaluates program results and generates reports that guide the direction and training decisions for the program.

Distinguishing Characteristics

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

- HR Learning and Development Analyst: This job is the first level of a three-level series. The essential function of this job is to develop and deliver learning content, potentially maintain a Learning Management System or other educational repository, evaluate program results, and generate reports that guide the direction and training decisions for the program.
- HR Learning and Development Analyst Senior: This job is the second level of a three-level series. The essential function of this job is to design content for the online learning system by consulting Subject Matter Experts, develop and track evaluations, design, develop and deliver competency-based learning programs, resources and curriculum, and serve as an advocate for City University online learning system.
- HR Learning and Development Administrator: This job is the third level of a three-level series. The essential function of this job is to design content for learners and facilitators by evaluating organizational needs, via needs assessments, interviews, evaluation results, or intakes with clients (such as employees or managers) and subject matter experts, potentially manage part or all of an individualized program, including serving as content designer and/or facilitator, and evaluate and continuously improve organizational and individual training.

Essential Duties

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

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.

Level of Supervision Exercised

By position, performs lead work.

By position, supervises clerical and/or technical staff.

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

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.):

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: By Position, may move objects up to 10 pounds, or 10-20 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive Motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: A-809

FLSA Code: Y

Established Date: 12/14/2018

Established By: LS

Revised Date: 7/27/20

Revised By: GT

Class History: 7/27/2020 GT –Updated Job Title and Distinguishing Characteristics.