



Office of Human Resources
HR Learning and Development Administrator – CH3006
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General Statement of Duties

Performs full performance learning and development administration in a human resources department to design content for employees and facilitators by evaluating organizational and city needs and strategic plans. Administers individualized programs for employees, including serving as content designer and/or facilitator. Evaluates and continuously improves organizational and individual training. Serves as administrator and expert in the city learning management system (LMS).

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 an individualized program, including serving as content designer and/or facilitator, and evaluate and continuously improve organizational and individual training.

Essential Duties

Acts as a subject matter expert in one or more employee and management learning and development disciplines and provides leadership, focus, and direction to department/agency leadership.

Designs, develops, implement, evaluates, and improves organizational and individual development projects, programs, interventions and initiatives. Conducts assessments, gap analysis, and strategy development for learning and development plans, programs, and initiatives. Builds development strategies and sees them through to execution.

Designs citywide programs and processes to support citywide learning and development initiatives. Facilitates instructor led training. Designs and selects content and accompanying materials for learning opportunities. Evaluates learning programs.

Provides expertise to the internal and external customers with learning and development needs, professional coaching and team facilitation activities. Coaches employees for career, individual development, solution finding, and business solutions.

Serves as administrator for employee training using a third-party learning management system (LMS). Serves as liaison to LMS vendor and participates in vendor selection and escalates complex or unusual LMS scenarios to vendor. Works with Technology Services to ensure LMS is available to all eligible employees.

Facilitates learning interventions and team meetings as directed by agency business strategy.

Leads the delivery of management development, leadership, and recognition programs. Works with the agency leaders and trainers to identify the needs of the leadership staff and through working with internal and external partners to deliver valuable insight, training, and recommendations.

Works with supervisors and managers to assist in the development of performance management, set SMART goals and identify and assess employee competencies.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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, 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 adult or employee learning, development, training, teaching, or a related 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

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 and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Oral Comprehension: Ability to discern the meaning of oral speech.

Sitting: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

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

Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-12

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 9/8/2024

Revised By: SO

**Class History: 10/21/18 BM – Updated language to simplify essential duties and general statement of duties;
7/27/2020 GT –Updated Job Title and Distinguishing Characteristics; 9/8/24 – Revised Job Family/Job Code.**