



Office of Human Resources
HR Learning and Development Analyst Senior – CH3007
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General Statement of Duties

Designs content for online learning system by consulting Subject Matter Experts. Develops and tracks evaluations. Responsible for designing, developing and delivering competency-based learning programs, resources and curriculum. Serves as advocate for City University online learning system.

Distinguishing Characteristics

This class is part of the HR Learning and Development job. 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

Implements and facilitates Leadership Development programs.

Develops and delivers Citywide programs and processes as aligned with Learning and Development strategy.

Participate in collective OD efforts across CCD with other OD professionals, CCD agencies, and OHR colleagues.

Serves as point person in employee training for City U.

Manages citywide Administrative Professional Excellence Program (APEX).

Fields a variety of questions from employees who walk into the HR office. Educates employees on benefits, or connect to appropriate resource such as FML, payroll, or benefits team.

Applies fundamental theories and practices of adult learning, instructional design, and organizational performance improvement.

Follows industry standard assessment and instructional design practices to identify training needs, develop proposals for training initiatives, and design, administer, and instruct management/employee development and specialized training programs.

Determines performance outcomes of training and development programs and implements changes based on evaluation.

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

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.

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.

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

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.

No supervisory responsibility.

Education Requirement

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

Experience Requirement

Five (5) 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 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-10

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 9/8/2024

Revised By: SO

Class History: 7/27/2020 GT –Updated Job Title and Distinguishing Characteristics; 9/8/24 – Revised Job Family/Job Code.