



Office of Human Resources
HR Learning and Development Manager – CH3005

THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Collaborates with the HR Learning and Development Director to drive talent management, employee development strategies, and training management. Partners with human resources service teams.

Distinguishing Characteristics

There are three general management classes (Manager, Director, and Executive) and specific individual management classes. The Manager is a first level management class. A Manager oversees work groups/areas within a division or agency and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager position is operationally and/or functionally focused.

The Director is a mid-level management class. A Director manages a division or agency and is generally responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and/or functionally focused as well as strategically focused.

The Executive is the highest level of management class in the city other than appointees or elected officials. An Executive directs multiple divisions and is generally responsible for supervising directors, managers, supervisors, and individual contributors. An Executive position is strategically focused.

The HR Learning and Development Manager class is distinguished from the Executive Director of the Office of Human Resources that directs a comprehensive, city-wide Human Resources Office by establishing a multi-year vision and strategic plan for the organization while ensuring alignment with the city's broader organizational and human resources goals and objectives and ensures the organization accomplishes annual goals and initiatives.

Essential Duties

Partners with HR Managers citywide to develop the Learning & Development Strategy within their respective agencies.

Executes ongoing needs assessments of key capabilities and business gaps and leader competencies required to deliver business strategy.

Manages the design, launch, communication and sustainability of core leadership development programs.

Manages all aspects of the vendor/contractor process, including RFP's, vendor selection, vendor management, and program design and program evaluation.

Collaborates assessment debriefing sessions in teams and individually from the suite of assessment offerings in the Citywide Learning & Development Strategy.

Assesses the quality and impact of learning and development programs and processes using best practice methods and tools. Identify opportunities for continuous improvement.

Conducts Train the Trainer sessions to strengthen the HR Manager and Generalist capability to deliver quality training aligned with the Learning & Development Strategy.

Delivers key development sessions, such as Leader as Coach, STARS Orientation, New Leader Onboarding, DiSC, in support of the Learning & Development Strategy.

Assesses the quality and impact of learning and development programs and processes using best practice methods and tools. Identify opportunities for continuous improvement of materials and delivery.

Oversees the management of the citywide programs for leadership development, Emerging Leader and APEX.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

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

Analyzing and Interpreting – Analyzes complex information and applies expertise to produce high quality work products.

Creating and Innovating - Encourages and produces new ideas, approaches, and insights. Creates innovative products, programs and designs.

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions why may include tough choices, after considering risks

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

Knowledge of teaching, training, research, making presentations, lecturing, testing, and other instructional methods.

Knowledge of the principles and practices of adult training.

Skill in conducting needs assessment and gap analysis

Skill in effectively managing vendors.

Level of Supervision Exercised

Manages a work group(s) within a division by supervising supervisors and/or individual contributors.

Education Requirement

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

Experience Requirement

Five (5) years of professional level human resources experience including three (3) years supervising staff.

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 long, irregular hours.
Subject to pressure for multiple calls, inquiries, and interruptions.
Subject to varying and unpredictable situations.

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-14

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 9/8/2024

Revised By: SO

Class History: 10/21/2021 - Equivalency revised; 11/27/2022 - Revised pay grade as a result of CN1746; 7/1/24 - Revised Experience Requirement; 9/8/24 – Revised Job Family/Job Code.