

Job Description

Learning and Organizational Development Manager

DEPARTMENT:	Administration	REPORTS TO:	Director of Administration
TITLE CODE:	R01904748	DATE:	10/10/2018
POSITION CODE:	8036MR	ADMINISTRATIVE REVISION:	New

Job Summary

Under general direction of the Director of Administration, provides professional level expertise in developing and leading the strategy, execution and delivery of comprehensive Learning and Development program for the Orange County Employees Retirement Systems (OCERS) to maximize individual and organizational productivity and morale.

Distinguishing Characteristics

The Training Manager is responsible for establishing and executing a learning and development strategy for OCERS, including assessing departmental training needs to drive overall organizational performance. The incumbent will manage the implementation, activities and delivery of training programs and development initiatives; track and measure program impact and report outcomes; design and implement effective methods to educate staff and deliver training objectives.

Performance Attributes

Include but are not limited to the following:

- ▶ Leads, manages and develops OCERS Learning and Development program, including coaching, counseling and training.
- ▶ Prepares and monitors the annual Learning and Development budget, regularly reports on overall training effectiveness and maintains training records and surveys.
- ▶ Acts as an integral member of the management team.
- ▶ Promotes staff development and organization-wide learning by designing, delivering and managing instructor led trainings, team-building initiatives, workshops and mentoring sessions; designs and develops training curricula and materials for management, professional and technical development.
- ▶ Conducts organizational analyses and training needs assessment to identify gaps; recommend resolutions in the form of training programs and activities that align with OCERS Strategic Plan.
- ▶ Regularly review and evaluate current training and development practices, processes and programs.
- ▶ Collaborates with OCERS management and subject matter experts to develop a training strategy, secure or design relevant content, training manuals, and various training aids and delivery methods using the latest adult learning theory.

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- ▶ Plans, develops, organizes and coordinates OCERS comprehensive employee training with a variety of topics to include team dynamics and other advance level courses that promotes and enhances OCERS talent.
- ▶ Uses a variety of training methodologies, including but not limited to instructional techniques, computer-based training, individual and group activities, role-play, videos and skills practice opportunities.
- ▶ Develop and execute strategies for engaging staff in learning and development and professional growth.
- ▶ Assist supervisors and management with succession planning, change management, performance management and employee development.
- ▶ Establishes mechanisms to maintain documentation of training attendance and completion, including maintaining a library of learning and development materials.
- ▶ Monitors and provides an analysis and qualitative/quantitative metrics to measure program success and ROI, impacts and improvements.
- ▶ Provides guidance to OCERS Learning Experience and Development (L.E.A.D) Committee on a variety of technical projects including automating educational resources and forms, establishing OCERS University and the selection and implementation of an online Learning Management System (LMS) to support micro-learning initiatives.
- ▶ Prepares and facilitate training sessions and workshops, identify support staff and manage the selection and assessment of external resources, consultants and vendors.
- ▶ Remains current with training and development best practices.
- ▶ Ensures compliance with legal, ethical and regulatory requirements.
- ▶ Performs other duties related to learning and development, conducting and coordinating training programs as required.

Minimum Qualifications

Minimum qualifications required for entry into the classification

Education and/or Experience

Graduation from an accredited university or college with a Bachelor's Degree in Organizational Leadership, Training & Development, Psychology, Education, Human Resources, Business or a related field.

Four years of professional level training experience or an equivalent combination of education and experience which demonstrates possession of the knowledge and abilities listed above.

Special Notes, Licenses or Requirements:

- ▶ **Highly Desirable:** Certified Professional in Learning Performance (CPLP)
- ▶ **Highly Desirable:** SHRM Certification

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- ▶ A valid California class C driver's license or the ability to arrange necessary and timely transportation for field travel; may be required to use personal vehicle.
- ▶ May be required to use personal vehicle
- ▶ A complete background investigation is required; a felony or misdemeanor conviction may be a disqualifying factor from employment.

Knowledge/Skills/Abilities

Sample of KSA's necessary to perform essential duties of the position

Knowledge of

- ▶ Adult learning theory
- ▶ Training methods
- ▶ Instructional program design principles and techniques
- ▶ Human Resources practices within a government agency
- ▶ Familiarity with traditional and modern training methods (mentoring, coaching, on-the-job or in classroom training, e-learning, workshops etc.)
- ▶ General organization, purpose and functions of County government agencies/departments
- ▶ Effective business writing techniques
- ▶ Knowledge of correct English usage for administrative writing requirements and oral presentations
- ▶ Knowledge of techniques for gathering, compiling, analyzing and presenting information verbally and in writing
- ▶ Basic budget principals

Skills/Ability to

- ▶ Conducting needs assessment, analyse data and or situations, draw logical conclusions and recommend effective courses of action.
- ▶ Ability to write full reports regarding approach, data gathering, analysis, problem identification, alternatives, and recommended solutions.
- ▶ Designing and delivering individual, organizational and management training programs.
- ▶ Communicate effectively both orally and in writing including preparing comprehensive work papers.
- ▶ Establish and maintain cooperative relationships with plan sponsors, external contractors, management staff and co-workers.
- ▶ Review and understand job descriptions, policy manuals, organization charts and business plan.
- ▶ Conduct research using a variety of research techniques; collect, compile, analyse and interpret data.

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- ▶ Exhibit exemplary interpersonal skills and exercise sound judgment professionalism in business matters.
- ▶ Perform job functions independently, objectively, and within set time frames.
- ▶ Highly organized and flexible to adapt to changing priorities.
- ▶ Ability to plan, multi-task and manage time effectively.
- ▶ Use of standard office equipment such as: computer, printer, scanner, fax machine, photocopier, and 10-key calculator.
- ▶ Use computer software to compose reports, spreadsheets, graphs, flowcharts, calculations and time reports, etc.
- ▶ Use of OCERS approved means of transportation to travel to and from work sites may be required for some assignments.

Physical, Mental and Environmental Conditions

The following is a description of the physical and mental abilities that are customarily required to perform the essential job functions of this position.

Physical and Mental Requirements

- ▶ Speak and hear well enough to communicate in English clearly and understandably in person, over the telephone, and in small groups.
- ▶ Manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a telephone, keyboard, write and use a calculator.
- ▶ Mental stamina to interact professionally with members of the Board of Retirement, Plan Sponsors, peers and members.
- ▶ Vision sufficient to read fine print and a computer monitor.
- ▶ Independent body mobility, agility, and stamina to stand, walk, stoop, bend, and twist, to access a standard office environment.
- ▶ Ability to sit for prolonged periods of time.
- ▶ Body strength sufficient to lift up to 15 pounds and carry files.

Environmental Conditions

- ▶ The primary work place is in an office environment, working with standard office equipment.
- ▶ Peripheral office equipment generates to a quiet moderate noise level.
- ▶ Operates in an environment that includes elected officials, non-elected officials, government agencies, community interest groups and the general public in the development and coordination of OCERS affairs.
- ▶ Out of area travel may be required to attend professional conferences and meetings.

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Acknowledgement

By signing below, I acknowledge that I have reviewed and discussed the contents, requirements, and expectations included in this job description with my supervisor and a copy has been provided to me.

Employee Signature

Date

Supervisor Signature

Date

Reviewer Signature

Date