



City of Irving Job Description

Senior Learning & Development Partner

FLSA Status:	EXEMPT	Job Department:	Human Resources
Job Code:	Q151	Reports To (Job Title):	Human Resources Manager

PURPOSE

Manage the day-to-day operations of citywide Talent Development program(s); help plan, facilitate, and oversee the administration of assigned human resources projects and programs; coordinate training, skill development, and succession planning efforts with colleagues in HR; and, provide responsible, professional support to Talent Services Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Advise, answer questions and assist managers and employees at all levels in areas related to training and development practices.
- Compose, review and prepare training and reference materials related to hiring and recruitment.
- Maintain a number of databases, such as the Learning Management System (LMS), files and documentation associated with training and development, such as procurement contracts for training services, invoices, employee transcripts, etc. Assist with data entry.
- Collect, compile, review, analyze, and evaluate multiple types of data related to functional area. Research information and prepare a variety of reports for department and City staff. Assist with response to open records requests and a variety of surveys and questionnaires from outside entities as related to Training and Development. Administer competitive bids for talent development programs and prepare award recommendations.
- Coordinate with Risk & Benefits division to offer Defensive Driving classes to City employees and/or the public.
- As needed, collaborate with Risk & Benefits division in the operation and improvement of the tuition reimbursement program to provide employees with advanced educational assistance.
- Assure training and development program(s) are appropriately promoted to City staff, informing them of available opportunities.
- Coordinate the City's internship program; integrate internship program into succession planning and skill-building efforts by assuring internships are developmental for students and City staff.
- Review and revise bid specifications, conduct analysis of bids and proposals and make recommendations for contract awards.
- Monitor the budget, track associated costs, approve payments and make recommendations for budget requests pertaining to assigned functional area.
- Develop new curriculum and updates existing training programs to ensure content is fresh and interesting, supportive of core values, and determine most effective instructional methods.
- Assess prevailing/best practices and trends through the exchange and analysis of information from other agencies and professional organizations.

- Evaluate existing training offerings; provide functional leadership to Employee Relations Coordinator, taking feedback gained from departments and collaborating to tailor training programs to address needs.
- As assigned, serve as the HR Business Plan liaison responsible for updating and reporting performance measures not assigned to Risk & Benefits Advisor.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Serve as liaison with the City Attorney’s Office on legal issues pertaining to training and development.
- Assist and support citywide special events and special projects related to human resources functions.
- Participate in activities of professional groups related to assigned functional area.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1 employee regularly; up to 5 including projects.

FINANCIAL / BUDGETARY RESPONSIBILITY

Monitor expenditure of training program(s), and contribute to Request for Proposal (RFP) for the same when appropriate. May make small p-card purchases for work-related expenses and/or supplies..

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelors’ degree from an accredited college or university with major course work in human resources, public/business administration, organizational development or a related field of study.

EXPERIENCE

- At least two (2) years of related experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- None.

KNOWLEDGE OF

- Key government codes and administrative agencies' regulations pertinent to human resources, especially sound practices and procedures in training and development practices.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Compliance: Regulatory compliance requirements applicable to human resources policies and procedures.
- Personnel and Human Resources (HR): Policies and practices involved in personnel/HR functions, including selection, supervision, training, performance evaluations, and termination.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- Communications: Techniques and methods of communication, including alternative ways to inform and entertain via written, oral, and visual media.
- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data.
- Project Management: How to lead improvement projects, train and coach personnel and complete problem-solving projects.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex problem solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, one-on-one or with groups, so others will understand.
- Critical Thinking: Using logic and analysis to identify the strengths and weakness of different approaches.
- Service Orientation: Actively looking for ways to help people.
- Judgment and Decision-Making: Weighing the relative costs / benefits of a potential action.
- Persuasion: Convincing others to approach things differently.
- Operational Assessment: Evaluating current / potential processes for effectiveness and efficiency.
- Education and Training: Instructional methods and training techniques, including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles.
- Interactive Presentation: Effectively presenting information to groups and responding to questions.
- Originality: Developing unusual or clever ideas about a given topic or situation, or developing creative ways to solve a problem.
- Executive Summary: Synthesizing and simplifying complex concepts for executive audiences.
- Research: Conducting research including design and measurement, sampling and survey, and data handling by the use of computers.

- Self-Management: Working independently and with minimal supervision.
- Multi-tasking: Working with a variety of software packages, tasks and projects simultaneously.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.

GUIDANCE RECEIVED

General Standards

A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.

CONTACTS

City employees, citizens and applicants, other municipalities, and outside agencies.

EQUIPMENT AND PROPERTY

Computer and other general office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to listen, see, sit and/or stand. Frequently, s/he is required to grasp, handle, feel, reach, and/or talk. Occasionally, s/he is required to drive a vehicle and/or lift up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually low.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.