

# Learning & Development Consultant Recruitment

## Learning & Development Consultant (2 Positions)

**Classification Title: HR Consultant, E22**

**Location: 400 S. Fort Harrison Avenue**

The primary role of this position is to create, develop, implement, and conduct learning and development programs for employees that enhance their knowledge, skills, and performance. Work involves conducting learning and development needs assessments, and development and preparation of instructor and employee instructional materials, quick guides, study aids, using blended learning approaches. The position also requires development and identification of learning objectives, providing classroom instruction, and evaluating effectiveness of learning and organizational development programs. Learning delivery includes site and mode determinations, scheduling decision-making, set-up, in-person, virtual and blended delivery instruction, and classroom management. It also provides consultation to employees, supervisors, and managers regarding learning, development, and growth activities. Plus, performs as a lead worker responsible for providing guidance to and coordinating the efforts of other learning and development staff as needed.

### Essential Job Functions

- Designs, builds, and delivers innovative and engaging leadership, development and learning initiatives using proven sources of content, best practices in design, and diverse delivery methods to address skills and development that enhances retention;
- Designs and develops learning solutions and programs that best fit the needs of the learner in all formats including online/self-paced, virtual instructor-led, in-person instructor-led, and blended learning;
- Creates delivery and deployment of programs to ensure learning transfer is successful, while establishing an engaging learning environment where participants are motivated and comfortable sharing thoughts, taking risks, and asking questions;
- Develops blended learning solutions including instructional design, learning objectives, educational technologies and adult learning theory that are customer-centric, sustainable, and scalable – that measurably meet business and performance goals;
- Supports the achievement of program results by upholding program standards, proactively monitoring results using actionable data and evaluation methods to identify opportunities for improvement;
- Assesses, advises, consults, and coordinates with other subject matter experts to deliver services and acts on strategies to deliver value-added service to management and employees that reflects business objectives;
- Administers and maintains digital tools including but not limited to the Learning Management System, course authoring tools, and other digital learning platforms;
- Serves as a Learning Coach to Learning Plan participants, counseling on career development, learning opportunities, and helping them develop a roadmap to obtaining career goals and objectives;
- Improves the design of learning experiences and offerings based on the latest research in learning and adult education and continuously upgrades/refreshes learning materials based on iterative delivery and retrospect and maintains source control;
- Supports delivery of Human Resources vision, mission, and values as part of day-to-day work;
- Supports service mindset and orientation dedicated to customer success.

## **Position Specific Knowledge, Skills, and Abilities**

- Knowledge of principles and techniques of assessment, curriculum development, design, and implementation of solutions to meet the needs of customers;
- Knowledge of, and experience in, learning theories, principles and techniques of assessment, design, curriculum development, and program implementation;
- Knowledge of adult learning theory, organizational development concepts and change management models;
- Skill in public speaking and ability to tactfully deliver accurate and understandable counsel, in response to inquiries or complaints inside and outside of the classroom;
- Skill in planning and prioritization;
- Skill at organization and time management with relentlessly high standards and a sense of urgency in exceeding goals;
- Skill in intermediate to advanced proficiency with Microsoft Outlook, Word, PowerPoint, and Excel;
- Ability to easily transition from high-level strategic thinking to creative and detailed execution in a variety of functional areas with diverse needs in a complex organizational environment;
- Ability to multi-task, adapt, and manage and prioritize among multiple competing priorities;
- Ability to effectively work independently and within a strong team dynamic;
- Ability to use Bloom's Taxonomy to classify educational learning objectives into levels of complexity and specificity;
- Ability to implement Kirkpatrick's evaluation methodology or similar evaluations of learning and development programs;
- Ability to communicate frequently with a wide range of stakeholders of varying seniority, using good judgement and tact, and teach and present complex and/or new ideas with clarity and simplicity;
- Ability to manage expectations and customer demands, with a demonstrated ability to work iteratively, inviting and managing continuous improvement in an agile development environment;
- Ability to build relationships and maintain effective working relationships with customers, superiors, fellow employees, and others;
- Ability to research, analyze data, exercise sound judgment, prepare reports, and maintain supporting records;
- Ability to show the value and impact of learning by using metrics that are meaningful to business and using data analysis to measure the effectiveness and efficiency of learning and development;
- Ability to develop learning strategies aligning solutions to the business priorities.

## **Qualifications**

- Bachelor's degree in Adult Education, Instructional Design, Organizational Development, Learning Technology, Social or Behavioral Science, Industrial Psychology, Human Resources Management, Public or Business Administration, or related field and four (4) years highly technical and professional experience in leadership development programs, corporate training, coaching, mentoring, needs assessments, instructor-led facilitation, e-learning, or blended curriculum; with two (2) years of direct experience with lead worker, supervisor or supervisory training; or an equivalent combination of education, training, and/or experience
- Experience in the principles and practices of employee, management, leaderships, and organizational development
- Resilient, learns quickly and responds positively to complexity and change
- Experience applying theories of competency-based curriculum development
- Demonstrated experience as a solution partner that can align activities to the organization's business strategies and goals and can demonstrate their return on mission

- Demonstrated experience in strategic planning, change management, organizational change, process improvement, and/or organizational development interventions
- Intermediate to advanced proficiency with Microsoft Outlook, Word, PowerPoint, and Excel

### **Competencies**

- Communication Effectively
- Customer Focus
- Ensures Accountability
- Instills Trust
- Nimble Learning
- Self-development
- Values Differences

### **Physical/Mental Demands**

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling
- Grasping: Applying pressure to an object with the fingers and palm
- Handling: Picking, holding, or otherwise working, primarily with the whole hand
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers

### **Working Conditions**

Work is performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.