

ORGANIZATIONAL DEVELOPMENT & TRAINING OFFICER

| Job Code | Pay Grade |
|----------|-----------|
| 20268 | SM5b |

Nature of Work

This is highly responsible, professional and supervisory human resources work in assessing, planning, supervising, and directing training and development activities applied to highly important enterprise-wide projects and strategic initiatives. Responsibilities include; development and implementation of learning programs that improve organizational performance and promote leadership, coaching, training and continuing education at all levels of the organization. The incumbent's role includes capturing and analyzing data in order to determine organizational training needs and opportunities for greater knowledge sharing across the Unified Personnel System. This involves partnering with managers or other senior level leaders in order to align training and development programs with strategic goals and objectives. Work is performed under general direction with considerable latitude for individual initiative and judgment and is reviewed by observation of results achieved and periodic reports and conferences.

Minimum Qualification Requirements

- Bachelor's degree in human resources, organizational development, education, public administration, or directly related field and 4 years of professional human resources experience that includes 2 years leadership experience in organizational training and development; or
- Master's degree and 2 years leadership experience in organizational training and development; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to the position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Supervises professional and clerical staff engaged in the day-to-day operations of the organization's training and development initiatives.
- Partners with organizational leaders to identify needs for training and organizational development; develops and implements new trainings and improvement initiatives as needed.
- Advises senior leadership regarding initiatives and activities that promote maximum staff effectiveness and creates a positive impact on organizational performance.
- Plans, launches, monitors, and acts on long-range learning and improvement initiatives that are aligned with the organization's strategic goals.
- Designs and establishes benchmarks that measure the impact and effectiveness of organizational development programs on the organization's overall performance.
- Forges working relationships with internal and external stakeholders, including but not limited to, universities/colleges, public schools, private industry, government entities, etc.
- Coordinates and manages needs assessments of internal stake holders such as frontline leaders, individual contributors, support staff and others.
- Performs coaching, consulting, analysis, and assessment and measurement services to promote continual individual and organizational performance improvement.
- Identifies opportunities to share best practices and improve organizational effectiveness across units.
- Evaluates instructor performance and the effectiveness of training programs, providing recommendations for improvement.
- Performs related work as assigned or required.

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Knowledge, Skills, and Abilities

- Knowledge of methods and techniques of employee training; principles of course development and skill in designing training programs to meet needs of target audiences.
- Knowledge of the full spectrum of methods and alternatives for delivering learning solutions.
- Knowledge of methods, tools, and techniques for evaluating the effectiveness of learning intervention.
- Knowledge of approaches, tools, and techniques for working with individuals and groups in a constructive and collaborative manner.
- Knowledge of the process and tools for capturing, organizing, and using individual and departmental intellectual assets, such as competencies, best practices, etc.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and alignment of people and resources.
- Knowledge of customer services and performance improvement, interviewing skills, career development, and attitudinal modification.
- Knowledge of organizational development initiatives, strategies and methodologies.
- Knowledge of succession planning principles.
- Ability to implement change management practices.
- Ability to present ideas persuasively to internal and external audiences.
- Ability to encourage, motivate and guide individuals and teams in learning and improving effectiveness.
- Ability to contribute to operational, tactical, and strategic planning in support of the organization's business plan.
- Ability to develop visual aids and other instructional materials to meet specific training needs.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to develop and maintain effective working relationships with vendors, manufacturers, employees, and the general public.

For official use only

| Created | EEOC Code | Overtime Code |
|---------|----------------------|---------------|
| 3/13 | Officials & Managers | Exempt |