

EMPLOYEE DEVELOPMENT SPECIALIST II

JOB DESCRIPTION

Classification Responsibilities: An Employee Development Specialist II performs responsible professional-level work in developing, coordinating, and participating in specialized and general training and development, and employee-relations activities. Employee development duties include: career counseling (employee coaching, mock interview, and application review); team interventions; conducting human performance needs and analyses for training and non-training interventions; management consultation; 360 feedback; curriculum/instructional design (developing training programs including, job aids, PowerPoint presentations, instructor and participant guides); developing, coordinating, and conducting the Mesa Supervisor Academy and New Employee Orientation; facilitating customized and group training for outside agencies, and in accordance with departmental and organizational needs and goals as well as measuring the effectiveness of the training provided. Employee relations duties include: exit interviews, managing the Citywide mediation program, conducting mediations, critical decision making related to: investigating harassment and discrimination complaints; employee grievances; conducting management studies; conducting inquiries into non-illegal issues creating problems in the workplace; and making recommendations related to employee relations, mediation, and disciplinary actions.

Distinguishing Features: The responsibilities of this class involve the establishment of a close partnership with user departments, City management, employees, and appropriate educational agencies and consultants to coordinate, develop, facilitate, or make recommendations for present and future development, training, and/or employee relations needs. Work is performed under the general supervision of the Human Resources Development Administrator. Performance is evaluated through team conferences, observations, customer feedback, reports, and the overall results achieved. This class is FLSA exempt-professional.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and work experience equivalent to a Bachelor's Degree in Human Resources, Public Administration, Business, Psychology, Adult Education, or a related field and considerable (3 - 5 years) professional-level work experience in training and development, including one year of experience with curriculum design and delivery, facilitating supervisory or management and professional development training programs including, but not limited to: leadership, diversity, communication, legal, and fair employment practices.

Special Requirement. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualification. Additional experience in employee relations issues, including knowledge of employment laws and experience in harassment/discrimination investigations is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates orally and in writing to management, other City employees, and outside educational agencies to establish and maintain effective partnerships. Makes dynamic oral presentations and instructs employees in various training topics. Conducts/facilitates workshops and meetings regarding individual and departmental development, mandatory training, leadership, team building, ethics, fair employment practices, customer service, diversity, new employee orientation, communication and other work-related training. Responds to Equal Employment Opportunity Commission (EEOC) requests and investigates harassment/discrimination complaints. Writes detailed investigation findings and recommendations for resolution. Presents such reports to upper management. These reports may be complex, controversial, and of a highly sensitive nature. Prepares status reports, flowcharts, special reports, studies, proposals, lesson plans, schedules, procedures, and other written materials. Conducts career counseling sessions with employees using appropriate counseling techniques. Operates a variety of standard office and training equipment (examples: LCD projector, laptop personal computer, facsimile machine, copy machine, calculator, video, tape recorder, overhead projector, etc.). Maintains training records and training materials. Coordinates rental of training facilities. Moves/arranges objects such as chairs, tables, and easels for purposes of classroom set up.

Mental: Plans, organizes, initiates, recommends, and facilitates training programs. Conducts research and analyzes data to make recommendations regarding investigations and special projects. Estimates instructor and material costs for outsourced training. Advises user departments regarding options for improvements and departmental goals. Defines and evaluates problem areas regarding personnel issues and presents alternative solutions. Prioritizes departmental requests for training based on overall City goals. Designs skill-based training programs in a logical and transferable manner. Monitors and evaluates training programs to determine effectiveness and additional needs. Assesses and advises employees regarding employment laws, rights and appropriate courses of action. Interprets various personnel rules/policies and procedures to advise employees accordingly. Makes decisions and recommendations regarding complex and sensitive employee relations matters. Provides input on the work unit's strategic plan.

Knowledge/Skills/Abilities:

Knowledge of:

group dynamics and human behavior and the effects of both on members of a group;
principles, training methods and techniques used in current training field practices;
theory of adult learning;
curricula design and methodologies;
vendor programs and commercially available tools;
total quality management philosophy and organizational application;
cultural diversity and organizational impact;
organizational, problem solving, and consultative skills;
performance management programs and employee counseling;
employee/workplace issues resolution;
investigation methods and techniques;
alternative work arrangements; and
all employment and anti-discrimination/harassment laws and regulations.

Skill in:

counseling managers and employees on routine to complex employee relations issues including: coaching, paperwork processing, legal updates, performance management, progressive discipline, compensation, and minimizing the City's employment liability exposure; strong customer service; composing written reports documenting investigation results and recommendations; conducting confidential and complex harassment/discrimination investigations; and mediation methods and techniques.

Ability to:

establish cooperative working relationships with all levels of employees and other governmental, educational, and private agencies;
prepare clear and accurate written documents and reports using proper business English sentence structure, grammar, and punctuation;
instruct others in a classroom setting;
move light objects such as overhead projector, easel;
plan, organize, and coordinate activities to accomplish work assignments;
remain in a standing position for extended periods of time when instructing classes;
remain aware of changes in the workplace and City operations, and analyze the need for modifications to or implementation of new employee development programs;
administer and interpret needs analyses;
work effectively with groups of employees and departments to implement team building, total quality, diversity, and any other organizational philosophies;
conduct internal investigations regarding allegations of discrimination, harassment, or other inappropriate/illegal behavior and recommend actions;
consult with management to identify needs and solutions for employee relations issues;
serve as an internal resource to Human Resource staff;
provide advice and counsel to both management and staff on critical issues pertaining to performance counseling, discrimination issues, terminations, investigations, or general employee relations concerns;
research and resolve routine employee relations issues;
recommend proactive strategies;
assist managers with the interpretation and application of City policies, personnel rules and procedures;
investigate, compile data, and respond to EEOC, Department of Labor (DOL) and other employment discrimination/harassment charges;
participate in the implementation of employee relations programs and policies; and
research, produce, and conduct internal training programs that address employee relations issues and employment law.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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EEO-Prof

JOB FCTN-ADM

INCREMENTS 62-200

PAY GRADE: 50

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