

## EMPLOYEE DEVELOPMENT SPECIALIST I

### JOB DESCRIPTION

**Classification Responsibilities:** An Employee Development Specialist I is an entry-level professional classification which works to create, coordinate, and facilitate general employee development classes as well as provide support with employee relations investigations within the Human Resources (HR) Training and Development Division. Employee Development duties include career counseling (employee coaching, mock interviews, and resume review) and delivering general calendar classes concerning communication, customer service, diversity, leadership, Personnel Rules, and New Employee Orientation. This classification will also assist with low level harassment and discrimination complaint investigations, manage the division's Procurement card, process invoices and chargebacks, perform Learning Management System (LMS) administration, maintain training material inventory, update Employee Development SharePoint page, gather monthly metric data, make room and parking reservations, schedule speakers, manage the master training schedule, manage communications and contacts with department training representatives, advertise citywide and related outside classes, and coordinate the Mesa Supervisor's Academy. This class is also responsible for performing related duties as required.

**Distinguishing Features:** Incumbents must have the ability to explain and interpret information, work independently with minimal supervision and without specific instruction, and regularly exercise independent judgment when making decisions regarding the disposition of matters. This class differs from the Employee Development Specialist II in that the former does not perform team interventions, conduct human performance needs and analyses for training and non-training interventions, perform management consultation, complete 360 feedback, or independently conduct low level harassment and discrimination investigations. Work is performed under the general supervision of the Human Resources Development Administrator. This class is FLSA exempt-administrative.

### 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 experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Human Resources, Business Administration, Public Administration, Organizational Management, Education, or a closely related field. Good (1 - 3 years) paraprofessional-level Human Resources experience which includes experience in delivering professional development training such as: new employee orientation, leadership, diversity, communication, customer service, legal, or fair employment practices.

**Special Requirement.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Some professional-level work experience with curriculum design and delivery, conducting team interventions, providing tailored training and facilitating supervisory or management training programs is preferred.

## ESSENTIAL FUNCTIONS

**Communication:** Communicates with management, other City employees, and outside agencies. Answers inquiries and furnishes information to authorized City personnel regarding career counseling, training programs, policies, and procedures. Prepares routine and specialized reports, memos, letters, and various other correspondence and documentation. Makes dynamic oral presentations and instructs employees in various training topics. Conducts/facilitates workshops, mandatory training, leadership, team building, ethics, fair employment practices, customer service, diversity, new employee orientation, communication and other work-related training. Assists Training and Development staff with investigating low-level harassment/discrimination complaints. Assists with writing detailed investigation findings. Works with and discusses such reports with the Human Resources Development Administrator. These reports may be complex, controversial, and of a highly sensitive nature. Conducts career counseling sessions with employees using appropriate counseling techniques. Coordinates rental of training facilities.

**Manual/Physical:** Uses personal computer (PC) software programs to compile and generate monthly and other periodic reports. Compiles Citywide records for training, statistics, and training evaluation information in order to generate reports through the LMS. Verifies charges and processes invoices. Charges appropriate department accounting strings for training costs. Codes and inputs training records for classes. Generates monthly training and cost reports. Maintains and updates personnel library materials, and e-mail training listings. Coordinates training room reservations, caterers, supplies, materials, speakers, trainers, etc. Stands for extended periods of time conducting training classes. Moves/lifts/arranges objects such as chairs, tables, boxes of training materials/ laptops, projectors and easels for purposes of classroom set up and tear down. Operates a variety of standard office and training equipment (examples: LCD projector, laptop personal computer, facsimile machine, copy machine, calculator, video DVD player, digital recorder, overhead projector, etc.). Maintains LMS training records and training materials.

**Mental:** Interprets HR Training and Development policies and procedures. Assists in verifying reports to ensure information is correct, researching data to prepare reports, and making recommendations based on information researched. Prioritizes work assignments. Comprehends and makes inferences from written material. Learns job-related material through on-the-job training and in classroom settings.

### **Knowledge and Abilities:**

Knowledge of:

business English, spelling, and grammar;  
modern office practices, procedures, and equipment;  
standard maintenance procedures applicable to training records;  
public administration and governmental organization;  
PC software applications;  
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 and learning modalities; and  
cultural diversity and organizational impact.

Ability to:

create and deliver employer training on a variety of assigned subjects;  
assist HR Training and Development staff members with special projects;  
perform varied professional and research work in support of HR Training and Development;  
utilize various PC software programs to assemble, prepare, and generate monthly reports; compose routine letters and other correspondence;  
read and understand oral and written objectives;  
perform work assignments independently;  
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 objects such as overhead projector, easel, tables and chairs;  
plan, organize, and coordinate activities to accomplish work assignments;  
remain in a standing position for extended periods of time when instructing classes; and  
assist with low level internal investigations regarding allegations of discrimination, harassment, or other inappropriate/illegal behavior and recommend actions.

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.

New 7/19

EP/aa/js

CS4641.DOCX

EEO-Prof

JOB FCTN-ADM

INCREMENTS 49-200

PAY GRADE: 46

IND-8810

SWORN-No