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 activities. Employee development duties include: knowledge and use of the City’s Learning Management System (LMS), career counseling through interview skills training, conducting team interventions, conducting human performance needs and analyses for training and non-training interventions; management consultation, curriculum/instructional design (developing in person and e-learning training programs including, interactive online classes, job aids, power point presentations, instructor and participant guides); developing, coordinating and conducting the Lead Mesa Academy, facilitating customized and group training for departments and outside agencies, and in accordance with departmental and organizational needs and goals as well as measuring the effectiveness of the training provided, one on one leadership coaching, teaching and managing general calendar classes and conducting new employee orientation in the absence of the Employee Development Specialist I.

Distinguishing Features: This class is distinguished from the Employee Development Specialist I class by conducting in depth human performance needs assessments and analysis, team interventions, leadership coaching/management consulting and making decisions and providing direction to support staff and professional employee development staff in the absence of the Human Resources Development Administrator. 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 non-training interventions. Work is performed under the general supervision of the Human Resources Development Administrator. Performance is evaluated through team conferences, observations, customer feedback, course evaluations, 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 (1) year of experience with curriculum design and delivery, conducting team interventions, facilitating supervisory or management and professional development training programs including, but not limited to: leadership, diversity, communication, team building, soft skills, customer service, legal, and fair employment practices.

Special Requirement. None.

Substance Abuse Testing. None.
Preferred/Desirable Qualification. One year of experience developing e-learning programs and certifications in instructional/curriculum design and training needs analysis 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. Prepares status reports, flowcharts, special reports, studies, proposals, lesson plans, schedules, procedures, and other written materials. Operates a variety of standard office and training equipment (example: LCD projector, TV, laptop, personal computer, copy machine, calculator, video DVD player, digital recorder, etc.). Maintains LMS training records and training materials. Coordinates rental of training facilities.

Manual/Physical: Stands for extended periods of time conducting training classes. Moves/lifts/arranges objects such as chairs, tables, boxes of training materials/laptops, TVs, projectors, and easels for purposes of classroom set up and tear down.

Mental: Plans, organizes, initiates, recommends, and facilitates training programs. Conducts research and analyzes data to make recommendations 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. 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 and learning modalities;
- 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;
- alternative work arrangements; and
- all employment and anti-discrimination/harassment laws and regulations.
Skill in:
counseling managers and employees on 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; and assisting with and conducting confidential 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 objects such as tables, chairs, training materials, projectors, TVs, 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; 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 and general employee relations concerns; research and resolve routine employee relations issues; assist managers with the interpretation and application of City policies, personnel rules, and procedures; recommend proactive strategies; 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.