

**UNIVERSITY OF SOUTHERN CALIFORNIA**

**Learning and Development Coordinator**

**Job Code: 117504**

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**OT Eligible: Yes**

**Comp Approval: 8/13/2020**

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**JOB SUMMARY:**

Coordinates and assists the planning, delivery, and creation of training and development plans, programs, curriculum, and related activities. Supports the assessment and evaluation of training programs for efficacy. Researches, gathers information, and drafts documentation and materials for higher-level specialists and managers, supporting implementation and execution of training programs. Drafts, develops, and updates training content, materials, manuals, tests and related training aids to analyze and ensure timely, effective deliverables. Coordinates training and development materials to ensure cohesive delivery and completion of training program.

**JOB ACCOUNTABILITIES:**

**\*E/M/NA % TIME**

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|-------|-------|--|
| _____ | _____ | Coordinates and assists an organization's planning, delivery, and creation of training and development plans, programs, curriculum, and communication that align with the school, department, or division's functional service objectives. Includes devising, creating, facilitating, and distributing of materials, workshops, marketing communication, manuals, guides, handouts, worksheets, packets, schedules, surveys, correspondences, and more   |
| _____ | _____ | Researches, gathers information, and drafts documentation and materials for higher-level specialists and managers, supporting the implementation and execution of the organization's training. Conducts intake meetings with relevant stakeholders or subject matter experts (SMEs) to collect information and create the necessary content for the training and development materials. Includes advertisements, manuals/guides, surveys, handouts, worksheets, packets, schedules, and correspondence.              |
| _____ | _____ | Supports the assessment and evaluation of training programs for efficacy and impact by designing and distributing surveys as well as collecting and analyzing data. Drafts, develops, and updates training content, materials, manuals, tests and related training aids to analyze and ensure timely, effective deliverables. Documents and illustrates organization processes through the use of standard operating procedures, process maps, quick reference guides, frequently asked questions (FAQs), and forms. |
| _____ | _____ | Coordinates the delivery of training and development communication. Designs and edits newsletters, announcements, flyers, banners, original graphics, and more. Drafts, publishes, monitors, and maintains training schedules, calendars, dashboards, and webpages.  |
| _____ | _____ | Stays up to date with current learning and development trends and practices through articles, online trainings, webinars, research, seminars, conferences, and more. Maintains awareness and knowledge of current and future changes within legal, regulatory, and technology environments related to training and development.  |
- Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

\*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  No

Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

High school or equivalent

**Minimum Experience:**

6 - 12 months

**Minimum Field of Expertise:**

Experience coordinating and delivering training materials. Knowledge of design and newsletter software/programs (Adobe, Canva, Mailchimp, etc.). Experience in performing administrative tasks or in human resources

**Preferred Education:**

Bachelor's degree

**Preferred Experience:**

2 years

**Preferred Field of Expertise:**

Experience with and knowledge of adult learning principles, and instructional design. Demonstrated experience producing and editing educational and instructional videos. Working knowledge of office management communication software/tools (e.g. Google suite, Slack, Skype). Experience in social media management.

**Supervises: Level:**

May oversee student, temporary and/or resource workers.

**Comments:**

May require travel and working evenings and/or weekends, based on business necessity.

**SIGNATURES:**

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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