

UNIVERSITY OF SOUTHERN CALIFORNIA

Learning Specialist

Job Code: 117531

OT Eligible: No

Comp Approval: 9/10/2021

JOB SUMMARY:

Tailors, facilitates and delivers learning activities and content for university stakeholders. Develops facilitation guides and other training documents in order to deliver impactful and engaging learning experiences. Establishes content review processes to ensure client satisfaction with material, seeks feedback, and incorporates new learning trends for maximized participant understanding.

JOB ACCOUNTABILITIES:

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

- | | | |
|-------|-------|---|
| _____ | _____ | Tailors learning experience content (e.g., curricula, assignments, presentations) and facilitation to meet learning needs of university stakeholders. Creates and modifies learning and facilitation materials (e.g., leaders' guides, modules, on-the-job training). Develops train-the-trainer workshops and provides coaching towards specific department baseline knowledge and skill goals. |
| _____ | _____ | Manages the delivery of learning experiences (e.g., distribution) and facilitates in-person and virtual workshops for university stakeholders. Oversees the tracking of training requests and sources material from existing learning catalogue, recommending new resources in order to address learning gaps. |
| _____ | _____ | Prioritizes the client experience when considering or building new learning experiences. Helps to establish and implement learning evaluation processes, incorporating client feedback whenever possible. Evaluates training systems and vendors and makes recommendations to upgrade or retire services accordingly. Accommodates various learning styles and coaches clients toward appropriate development. Gathers performance data, conducts research and provides reports as necessary. |
| _____ | _____ | Partners with university stakeholders to assess training needs and identify and recommend improvement/enhancement opportunities in training and development content and delivery. Maintains currency of learning and development trends and provides guidance to stakeholders as needed. |
| _____ | _____ | Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics. |
| | | 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:**

Bachelor's degree

Combined experience/education as substitute for minimum education

Minimum Experience:

5 years

Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:

Bachelor’s degree in business, organizational psychology, human resources or another related field. Five years’ experience in HR and/or learning and development. Experience with training programs and organization development. Demonstrated expertise with curriculum design, training programs and organization development. Ability to apply instructional design principles and best practices for effective training and materials that are pertinent to users. Experience managing the administration, coordination and logistics of training workshops and programs, both virtual and in-person. Ability to analyze assessment results, subsequently applying new approaches or noting successful training tactics. Ability to manage client relations and set expectations in order to deliver a final product that meets clients’ needs. Experience providing guidance to individuals interested in or challenged by trainings. Excellent written and verbal communications skills, and comfort with facilitation. Experience answering questions and responding to inquiries. Ability to oversee concurrent projects with frequent interruptions and manage workload effectively while prioritizing competing needs. Ability to exercise discretion with confidential information. Ability to use sound judgment in making decisions with minimal supervision. Excellent people skills, situational awareness, and relationship-building abilities. Expertise with Microsoft Office.

Preferred Education:

Master's degree

Preferred Experience:

7 years

Preferred Field of Expertise:

Advanced degree in business, organizational psychology, HR or another related field. Seven years' experience in HR and/or learning and development. Experience in higher education and/or organizational change. Chartered Institute of Personnel and Development (CIPD), Certified Professional in Learning and Performance (CPLP), Organization Development Certified Professional Program (ODCP), Society for Human Resource Management Certified Professional/Senior Certified Professional (SHRM-CP/SHRM-SCP), Professional in Human Resources/Senior Professional in Human Resources (PHR/SPHR) or other similar certifications. Experience creating a review processes to evaluate programs for effectiveness and provide suggestions for enhancements. Demonstrated success shaping the development of new learning and training offerings and enhancement of existing programs. Experience consulting with leadership to maintain current on university policies, procedures, business initiatives, technologies, and regulations that require training. Ability to facilitate and deliver classroom and train-the-trainer workshops. Proven track record of designing and developing curriculum for adult learners based in theory and design principles. Experience or ability to drive the innovation and curation of an HR academy. Experience driving the development and modification of HR trainings, related systems, and opportunities for development within the department and university. Prior experience utilizing a learning management system. Ability to use sound judgment in making decisions with minimal supervision.

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.

The University of Southern California is an Equal Opportunity Employer