

UNIVERSITY OF SOUTHERN CALIFORNIA

Senior Learning Specialist

Job Code: 117532

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OT Eligible: No

Comp Approval: 9/3/2021

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**JOB SUMMARY:**

Owns the facilitation and development of learning activities. Determines the most effective learning approaches for a given subject matter or audience. Critically and regularly evaluates systems and vendors, upgrading or retiring services accordingly.

**JOB ACCOUNTABILITIES:**

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

- |       |       |   |
|-------|-------|---|
| _____ | _____ | Owns the facilitation and development of learning activities. Facilitates complex in-person/virtual workshops for both intimate and large groups. Develops and facilitates varied resources to ensure engagement across all learning styles, abilities and preferences. Works with staff to oversee training requests and source new materials. Recommends new offerings to address learning/skill gaps as needed, acting as a strategic subject matter expert. |
| _____ | _____ | Collaborates on the development of educational content (e.g., curricula, presentations) and tailoring of learning facilitation that aligns with industry standards. Creates and modifies leaders' guides, modules, on-the-job training, and other materials. Develops train-the-trainer workshops and provides coaching towards specific department baseline knowledge and skill goals.   |
| _____ | _____ | Partners with management to prioritize the client experience when considering or building new training activities. Utilizes varied training tools and platforms. Integrates feedback whenever possible, considering challenges (e.g., fatigue, distractions) and anticipating/forecasting stakeholder needs.  |
| _____ | _____ | Builds assessment components into learning whenever possible, analyzing and auditing data and applying takeaways to future offerings. Establishes content review processes to ensure clients are satisfied with materials and learning translates to performance. Critically and regularly evaluates systems and vendors, upgrading or retiring services accordingly.   |
| _____ | _____ | Determines the most effective learning approaches for a given subject matter or audience. Identifies and recommends opportunities for improvement and/or enhancement in the delivery or content of training and development. Maintains currency of learning and development trends and provides guidance to stakeholders and staff as needed to ensure consistency.   |
| _____ | _____ | 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

**Minimum Experience:**

7 years

**Minimum Field of Expertise:**

Bachelor's degree in business, human resources, organizational psychology, or another related field. Seven years' experience in HR and/or learning and development. Demonstrated expertise and success facilitating and improving training programs and organizational development activities. Demonstrated success applying learning facilitation principles and best practices. In-depth experience managing the administration, coordination and logistics of learning workshops and programs, both virtual and in-person. Ability to analyze assessment results, subsequently applying new approaches or noting successful training tactics. Proven track record of managing client relations and setting expectations in order to deliver a final product that meets clients' needs. Ability to facilitate and deliver classroom and train-the-trainer workshops. Experience providing guidance to individuals interested in or challenged by trainings. Experience answering questions and responding to inquiries. Excellent written and oral communications skills. 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.

**Preferred Education:**

Master's degree

**Preferred Experience:**

10 years

**Preferred Field of Expertise:**

Advanced degree in business, human resources, organizational psychology, or another related field. Ten 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 review processes to evaluate programs for effectiveness and providing suggestions for enhancements. Experience consulting with leadership to maintain currency with university policies, procedures, business initiatives, technologies, and regulations that require training. Proven track record of designing and developing curriculum for adult learners based in theory and design principles. Prior experience utilizing learning management systems. 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