



## Director, Learning, Delivery and Solutions Job Description

### JOB INFORMATION

Job Code:	117512
Job Title:	Director, Learning, Delivery and Solutions
FLSA Status:	Exempt
Supervisory:	
Job Family:	Training & Development
Job Family Group:	Human Resources
Management Level:	4 Administrator

### JOB SUMMARY

Manages the development and delivery of learning experiences. Identifies and defines improvement and strategic learning opportunities contributing to improved customer service and departmental efficiencies. Directs and oversees existing learning programs, ensuring the availability of all learning styles and programs to all employees.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Master's degree	

#### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

#### Work Experience

Req	Pref	Work Experience	Experience Level
X		10 years	
	X	12 years	

#### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

#### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ten years' experience in human resources and/or learning and development, leading intake, needs analyses, design and more while ensuring alignment to overall organizational direction.
X		Four years' experience in a leadership or management role, able to lead with clear and well-planned strategies to meet business objectives, productivity and efficiency goals.
X		Experience driving cross-functional programs, managing competing priorities and continuously monitoring feedback.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to act as a trusted advisor, influencing, motivating and educating senior leaders.
X		Advanced knowledge of learning/training techniques and practices driving improved performance.
X		Excellent written and oral communications skills.
X		Ability to exercise discretion with confidential information.
X		Ability to use sound judgment in making decisions with minimal supervision.
X		Excellent people skills, situational awareness, and relationship-building abilities.
	X	Twelve years' experience in higher education and/or organizational change.
	X	Six years' experience in a leadership or management role, training staff and creating new approaches to challenges to meet evolving customer needs.
	X	Demonstrated experience driving large-scale learning design and implementation/operations.
	X	Proven ability to quickly learn new business models, supporting technical infrastructure, priorities, challenges and creating highly targeted trainings.
	X	Ability to mentor and develop strategic initiative teams, outlining goals and objectives and encouraging continuous realignment and training.
	X	Prior experience utilizing learning management systems.

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Chartered Institute of Personnel and Development certification or other relevant learning certifications.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages the development and delivery of learning experiences (e.g., curricula) in alignment with university strategy and industry standards. Manages working relationships with internal/external stakeholders. Understands and applies continuous improvements to new/existing programs contributing to immediate and larger long-term goals and university learning and development strategies.				
Provides support and guidance to staff and the broader university community regarding the impacts of learning programs/tools. Identifies and defines improvement and strategic learning opportunities contributing to improved customer service and departmental efficiencies. Regularly interacts with stakeholders to collect feedback. Manages team efforts to meet targets in concert with deadlines.				
Leverages multiple platforms to effectively deliver new learning and development opportunities. Tailors communication methods and materials to reach varied university audiences. Makes recommendations and presents concerns. Directs and oversees existing learning programs, ensuring the availability of all learning styles and programs to all employees.				
Analyzes current and anticipated conditions and limitations that may affect the achievement of strategic goals. Maintains currency of learning and development trends and regulation/policy changes. Leads programs with multiple stakeholders to implement new learning opportunities addressing varied university needs. Reviews and interprets data for decision-making, evaluates staff workloads and reallocates work 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.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.