



## Learning and Development Coordinator Job Description

### JOB INFORMATION

<i>Job Code:</i>	117504
<i>Job Title:</i>	Learning and Development Coordinator
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or resource workers.
<i>Job Family:</i>	Training & Development
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	7 Individual Contributor

### 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 QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	Bachelor'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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		<1 year	
	X	2 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		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.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	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.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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>
Campus Security Authority (CSA)			Essential:
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.