



## Senior Manager, Learning and Organizational Development (UHR)

### Job Description

#### JOB INFORMATION

<i>Job Code:</i>	117508
<i>Job Title:</i>	Senior Manager, Learning and Organizational Development (UHR)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	
<i>Job Family:</i>	Training & Development
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	5 Manager

#### JOB SUMMARY

Oversees the design, development, and implementation of learning and organizational development (LOD) strategic plans. Leads team of LOD specialists, and directs collaborations with key stakeholders, relevant subject-matter experts, and/or senior and executive university leadership. Oversees and validates training and development assessment plans, manages vendor relationships, and directs employee-recognition programming.

#### JOB QUALIFICATIONS:

##### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
X		Bachelor's degree	Education	Or
X		Bachelor's degree	Business Administration	Or
X		Bachelor's degree	Organizational Development	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Business Administration	Or
	X	Master's degree	in related field(s)	

##### 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		5 years	building and leading learning and organizational development initiatives, and conducting training courses in-person and online	

##### 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		Excellent written and oral communication skills, and the ability to establish strong, positive working relationships and rapport with diverse groups of team members.

## Other Job Factors

- May have to work weeknights, weekends, and/or holidays, as needed.

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees the design, development, and implementation of learning and organizational development (LOD) strategic plans, procedures, and resolutions for all departments and business units. Directs planning and growth strategies for content, increased user acceptance, and platform administration and organization (e.g., Trojan Learn). Creates, designs, and facilitates learning solutions, new initiatives, training topics, and ongoing professional development courses. Assesses organizational LOD needs and creates continuous learning-environment roadmaps.				
Leads team of LOD specialists, and serves as consultant, facilitator, and presenter as needed for instructor-led, web-based, and/or blended delivery of training courses. Directs collaborations with key stakeholders, relevant subject-matter experts in assigned areas, and/or senior and executive university leadership. Determines training timelines, needed resources, and essential curricula to meet specific organizational objectives. Provides consulting and project-management services (e.g., needs assessments, coaching, process improvements).				
Oversees and validates standardized training and development assessment plans, selection of instructional design content and tools (e.g., blended learning principles, e-learning, business simulations), and directs overall talent management and compliance processes (e.g., individual coaching, workshops). Manages, creates and distributes varied reports and correspondence (e.g., projections, training recommendations, project and compliance reports). Determines criteria for success, and reassesses or redefines priorities as appropriate in order to achieve organizational objectives.				
Recommends position-specific career path and development programs, and participates in or leads special projects, as required. Manages vendor relationships, ensuring service delivery and implementation meet business needs or objectives. Maintains currency with new technology and regulatory changes that could impact operations, and ensures senior management and staff are regularly updated in a timely fashion. Researches innovations and trends in learning techniques/technologies and practices.				
Manages LOD staff, evaluating employee performance, providing feedback, and terminating staff as required. Directs the development of employee-recognition programming, strategizing for employee “stay interviews,” and the execution of both. Manages LOD budgets and resource allocations. Approves expenditures and budget adjustments within assigned limits, and provides financial projections and financial status reports as needed.				

## 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>

<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>	Yes

**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.