



## JOB INFORMATION

Job Code:	117531
Job Title:	Training Specialist
FLSA Status:	Exempt
Supervisory:	
Job Family:	Training & Development
Job Family Group:	Human Resources
Management Level:	8 Individual Contributor
Training Specialist	

## 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 QUALIFICATIONS:

### Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		Or
X			Business Administration	Or
X			Organizational Behavior	Or
X			Human Resources	Or
X			in related field(s)	
	X	Master's degree	Business Administration	Or
	X		Organizational Behavior	Or
	X		Human Resources	Or
	X		in related field(s)	

### Additional Education

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

X Combined experience/education as substitute for minimum education

### Work Experience

Req	Pref	Work Experience	Experience Level	
X		5 years	in HR and/or learning and development.	
	X	7 years	in HR and/or learning and development.	

## Additional Work Experience

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

X Combined experience/education as substitute for minimum work experience

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience with training programs and organization development.
X		Demonstrated expertise with curriculum design, training programs and organization development.
X		Ability to apply instructional design principles and best practices for effective training and materials that are pertinent to users.
X		Experience managing the administration, coordination and logistics of training workshops and programs, both virtual and in-person.
X		Ability to analyze assessment results, subsequently applying new approaches or noting successful training tactics.
X		Ability to manage client relations and set expectations in order to deliver a final product that meets clients' needs.
X		Experience providing guidance to individuals interested in or challenged by trainings.
X		Excellent written and verbal communications skills, and comfort with facilitation.
X		Experience answering questions and responding to inquiries.
X		Ability to oversee concurrent projects with frequent interruptions and manage workload effectively while prioritizing competing needs.
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		Expertise with Microsoft Office.
	X	Experience in higher education and/or organizational change.
	X	Experience creating a review processes to evaluate programs for effectiveness and provide suggestions for enhancements.
	X	Demonstrated success shaping the development of new learning and training offerings and enhancement of existing programs.
	X	Experience consulting with leadership to maintain current on university policies, procedures, business initiatives, technologies, and regulations that require training.
	X	Ability to facilitate and deliver classroom and train-the-trainer workshops.
	X	Proven track record of designing and developing curriculum for adult learners based in theory and design principles.
	X	Experience or ability to drive the innovation and curation of an HR academy.
	X	Experience driving the development and modification of HR trainings, related systems, and opportunities for development within the department and university.
	X	Prior experience utilizing a learning management system.
	X	Ability to use sound judgment in making decisions with minimal supervision.

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X	SHRM (Human Resource Certification)	Society for Human Resource Management Certified Professional/Senior Certified Professional (SHRM-CP/SHRM-SCP),
	X	Professional in Human Resources - PHR	
	X	Senior Professional in Human Resources - SPHR	
	X		Chartered Institute of Personnel and Development (CIPD), Certified Professional in Learning and Performance (CPLP), Organization Development Certified Professional Program (ODCP), and/or other similar certifications.

## Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
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). 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.				
Encourages a workplace culture where all employees are valued, value others and have the opportunity to contribute through their ideas, words and actions, in accordance with 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.