



JOB INFORMATION

Job Code:	117532
Job Title:	Senior Learning Specialist
FLSA Status:	Exempt
Supervisory:	
Job Family:	Training & Development
Job Family Group:	Human Resources
Management Level:	8 Individual Contributor
Senior Learning Specialist	

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 QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree	Business Administration	Or
X			Human Resources	
	X	Master's degree	Business Administration	Or
	X		Human Resources	

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		7 years	
	X	10 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		Demonstrated expertise and success facilitating and improving training programs and organizational development activities.
X		Demonstrated success applying learning facilitation principles and best practices.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		In-depth experience managing the administration, coordination and logistics of learning workshops and programs, both virtual and in-person.
X		Ability to analyze assessment results, subsequently applying new approaches or noting successful training tactics.
X		Proven track record of managing client relations and setting expectations in order to deliver a final product that meets clients' needs.
X		Ability to facilitate and deliver classroom and train-the-trainer workshops.
X		Experience providing guidance to individuals interested in or challenged by trainings.
X		Experience answering questions and responding to inquiries.
X		Excellent written and oral communications skills.
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. Ability to use sound judgment in making decisions with minimal supervision.
X		Excellent people skills, situational awareness, and relationship-building abilities.
X		Experience in higher education and/or organizational change.
	X	Experience creating review processes to evaluate programs for effectiveness and providing suggestions for enhancements.
	X	Experience consulting with leadership to maintain currency with university policies, procedures, business initiatives, technologies, and regulations that require training.
	X	Proven track record of designing and developing curriculum for adult learners based in theory and design principles.
	X	Prior experience utilizing learning management systems.
	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)	
	X	Professional in Human Resources - PHR	
	X	Senior Professional in Human Resources - SPHR	
	X		Chartered Institute of Personnel and Development - CIPD
	X		Certified Professional in Learning and Performance - CPLP
	X		Organization Development Certified Professional Program - ODCP
	X		Or other similar certifications.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
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.				
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: https://policy.usc.edu/mandated-reporters/
<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: https://dps.usc.edu/alerts/clery/			

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.