

**MAJOR FUNCTION**

This is advanced technical, professional and administrative work in implementing, overseeing, tracking and evaluating services, programs, policies and procedures and/or system changes to optimize the engagement of the available talent pool in fulfilling the mission and goals of the Underground Utilities and Public Infrastructure Department. The incumbent will implement programs and measures to assist employees at all levels in meeting developmental objectives, improve productivity, job effectiveness and reinforce culture and team effectiveness, with an emphasis on quality, efficiency, relevancy and innovation in program delivery. Work is performed under the supervision of a higher-level administrator with considerable independence given the incumbent in making day-to-day decisions. Work is evaluated through conferences, observations, written reports, and by results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

In conjunction with the career progression manager, facilitates timely completion of tasks to sustain daily talent development program operations. Participates in roll-out of all new services/products, policies and procedures or system changes geared toward employee engagement, retention and upward mobility. Maintains official records of decisions, policies and operational procedures for on-going and special talent recruitment, development and retention initiatives. Ensures that pertinent information is disseminated in a timely manner and available to all covered employees. Delivers, and/or arranges the presentation of a variety of learning and development initiatives to increase employee engagement and attract, retain and advance key talent. Assists in identifying employee training needs, makes recommendations for solutions and implements decisions, as applicable. Develops, promotes, administers (including scheduling, evaluations etc.), and delivers orientation training to department personnel, as appropriate. Produces, maintains, revises, and creates various training documents and reference materials, as needed. Reviews requests/recommendations for selection, transfer, advancement, grievance resolution, and discipline to ensure compliance with controlling human resource policies and procedures; advises General Manager of deviations and makes suggestions for resolution. Monitors personnel services budget balances to ensure sufficient funding for all proposed personnel actions. Serves as a resource for the department by conducting investigations and holding conciliation/mediation meetings to resolve employee conflicts. Serves as a subject matter expert to ensure the department's awareness of and timely and efficient compliance with the City's human resource practices, policies and procedures. Collects and compiles pertinent data and information to compose correspondence and other technical materials required in the administration of assigned areas or the department in general. Leads and participates in projects specific to talent development and human resource management, as needed. Performs related work as required.

**Other Important Duties**

Serves as team leader or team member on ad-hoc project teams as needed. May direct the work of clerical or temporary workers performing administrative or support tasks related to area of responsibility. Performs related duties as assigned.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Thorough knowledge of the assigned area, including industry-wide accepted methods and practices. Ability to develop and present instructional materials, programs and/or courses in an organized, effective and motivating manner, including the use of instructional resources. Ability to utilize adult educational practices and methods to develop, maintain and/or update detailed, organized and

content valid training curricula consistent with identified needs. Ability to effectively communicate orally, verbally and in writing with coworkers, supervisors and the public, as well as the ability to process verbal information, physical cues and body language in order to effectively listen to individuals. Ability to develop long-term strategic plans for functions and programs and to accurately evaluate gaps in service. Ability to analyze facts and exercise sound judgment in arriving at conclusions and recommendations. Ability to work independently. Ability to present facts and recommendations effectively orally and in writing. Ability to make public presentations and conduct training sessions. Ability to coordinate the efforts of and lead other staff, as needed, to accomplish short-term objectives. Ability to establish and maintain effective working relationships. Skill in prioritizing work assignments. Skill in the operation and use of microcomputers and associated databases, software programs and peripherals necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in public, personnel, or business administration, human resources, industrial relations, psychology, education, or liberal arts, and three years of professional experience that includes training development and delivery, human resource administration, employee or organizational development, performance improvement, or any combination of experience in the aforementioned areas equaling three years; or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Cass E State driver's license at the time of appointment.

Established: 02-03-18