

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Talent Development Specialist		
<b>Job Code:</b>	PR5100	<b>Job Family:</b>	Professional
<b>Pay Grade</b>	610	<b>Date Reviewed:</b>	07/02/2018
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	

### GENERAL SUMMARY

Under general supervision, provides enterprise-wide learning solutions at a high level of performance. Manages and supports continuous improvement, talent development, and succession planning programs. Serves as in-house expert for Performance Management Software and Learning Management Systems. Participates in and contributes to a high performing team.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Develops and implements talent development programs and acts as a liaison with other departments and external vendors. Researches and recommends best practices for employee development and adult learning including training needs assessment, curricula development, learning objectives, lesson plans, program evaluations, and learning technologies.
2. Develops communication and training materials to effectively promote Talent Development philosophies and related information. Utilizes internal and external resources for communication including The Roundup newsletter, intranet, etc.
3. Oversees organization-wide learning and development programs for leadership, management and employee performance. Continuously evaluates Performance Management programs, systems, and processes to facilitate continuous improvement through qualitative and quantitative analysis including employee discussions, manager feedback, surveys, etc.
4. Identifies organizational talent development gaps, recommends improvement changes, and provides talent management thought leadership and talent metrics to enhance programs. Serves as a partner to leaders, line managers, and employees to provide talent and performance development advice, coaching, and innovative support in a timely manner.
5. Serves as in-house expert and super-user for the Performance Management software and Learning Management Systems. Leads new software development and implementation

project teams to ensure quality and effective performance management software and learning systems are available to end-users.

6. Performs basic to complex analysis of development programs to measure success of talent initiatives for presentation to leaders. Develops surveys, assessment tools, and reports that analyze and track key metrics to determine overall effectiveness of Talent Management programs.
7. Works with vendors, Department staff, and technical subject matter experts to deliver quality and effective talent development and performance management programs organization-wide.
8. Manage, monitor and track high potential leadership programs to ensure successful staff transition into elevated roles. Supports succession planning processes including training, development, communications, and roster maintenance.
9. Some travel may be necessary to various work sites.
10. Performs other related duties as required.
11. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**

- Principles and practices of employee, management, leadership, and organizational development.
- Principles and techniques of assessment, curriculum development, design, and implementation processes.
- Theories, principles, and practices of employee development and adult learning including training needs assessment, development of curricula, learning objectives, lesson plans, program evaluation, and learning technologies.
- Performance and learning management systems.
- Best practices including various instructional design (ID) models.
- Analysis of business needs for effective learning solutions.
- Planning, design/development, delivery/implementation, and measurement of effective learning solutions.
- Effective learning solutions in a variety of formats including new hire orientation, onboarding, classroom and webinar training, e-learning and other self-study resources, social/collaborative learning, and on-the-job activities.
- Measuring the effectiveness of learning solutions including participant metrics/reaction/learning/on-the-job application, business impact, and ROI.
- Project management.

- **Skill in:**

- Public speaking and ability to tactfully deliver accurate and understandable counsel in response to inquiries and complaints.
- Data analysis.
- Project management, including project structuring and managing multiple work streams independently.
- Excellent analytical thinking, analysis, and problem solving.
- Relationship management, including partnering and consulting.
- Planning and organizing.
- Critical thinking and problem-solving.
- Time management and project management.
- Excellent listening, presentation, verbal and written communication.
- Proficiency with MS Office Suite, WebEx, Skype, and Windows.

- **Ability to:**

- Research, analyze data, exercise sound judgment, prepare reports, and maintain supporting records.
- Express oneself clearly and concisely, orally or in writing.
- Establish and maintain effective working relationships with customers, superiors, fellow employees, and others.
- Manage multiple project and priorities from inception to culmination.
- Demonstrate intermediate/advanced skills in MS Suite applications including Word, PowerPoint, and Excel.
- Identify and diagnose issues proactively and develop, recommend, and implement root cause solutions that enhance employee engagement/experience and business results in a timely manner.
- Identify and draw on leading-edge analytical tools and techniques to develop creative approaches and new insights to internal issues.
- Independently draft and present deliverables, recommendations, and communications strategies.
- Demonstrate advanced business acumen, technical knowledge within business units, applications, and technologies.
- Demonstrate group facilitation, interviewing, and influence skills.
- Communicate abstract ideas clearly and independently manage complex project objectives.
- Ability to effectively handle multiple tasks with varying requirements and deadlines.
- Ability to effectively manage through unexpected changes, adapt to new requirements, and achieve positive results.
- Ability to use presentation and training equipment such as laptop computers, webcams, projectors, sound systems (microphones), telephone, streaming video, virtual meeting platforms, and others.
- Effectively work with employees and leaders at all levels and across all functions.

## **MINIMUM JOB REQUIREMENTS**

Bachelor's degree in Human Resources, Business, Industrial and Organizational Psychology or related field and 4 years of experience in a Human Resources function that includes supporting multiple levels of management in a fast-paced work environment. Lean Six Sigma experience and PHR/SPHR certification, preferred.

## **OTHER REQUIREMENTS**

None.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.