

REPOST - Manager, Learning Performance & Organizational Development

(http://agency.governmentjobs.com/pgc/job_bull_jobID=3740573&sharedWindow=0)



APPLY

Salary ⓘ \$126,000.00 - \$140,000.00 **Location** ⓘ Largo, MD
 Annually

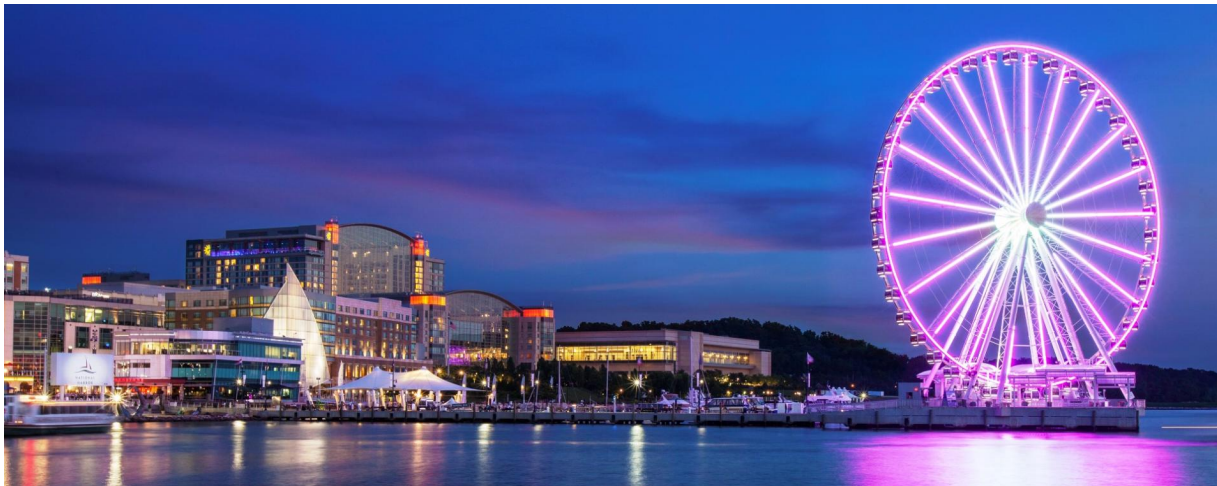
Job Type Fulltime/Permanent/Classified **Department** Office of Human Resources
 Mgmt

Job Number 06270

Closing 12/2/2022 5:00 PM Eastern

<u>DESCRIPTION</u>	<u>BENEFITS</u>	<u>QUESTIONS</u>
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Nature and Variety of Work



Special Notice: This is a REPOST -- Previous applicants need not re-apply for this position.

Bilingual applicants are encouraged to apply

Come join the Prince George's County, Office of Human Resources Management (OHRM) team! This role will be instrumental in helping OHRM improve and streamline processes and procedures that support a positive work environment for our employees. The Office of Human Resources Management (OHRM) is seeking a highly qualified candidate to serve as the Manager for Learning, Performance, and Organizational Development for the Learning Performance and Organizational Development (LPOD) Section within the People Operations Division.

About the Learning, Performance & Organizational Development Section:

The Learning, Performance & Organizational Development (LPOD) Section leads cross-county learning, training, bridging and connecting technical and adaptive learning techniques and tools to develop people, attract and sustain a values-based culture, and solidifying our the County's brand. Ultimately, it is about innovation, culture change and growth.

This position combines knowledge in training and adult learning principles with expertise and experience working with evolving organizations. The Manager of Learning, Performance & Organizational Development will be responsible for leading a team of approximately three (3) Learning & Organizational Development Partners and Instructional Designers as well as collaborating with other members of the team, subject matter experts, instructors, and facilitators to develop and implement creative, engaging, and high-quality training for the Agency's employees, across all levels, service operations, and work locations, in-person, online, and virtually. This role is as much about strategic thinking as it is about substantive implementation. This is a working manager position with an expectation that this role leads by example with a train-the-trainer mentality, mentor, coach, and practitioner attitude. Experience in curriculum development, change management, and instructional design are a must as this will be a key area of focus for the first 12 months with the development, planning, and rollout of captivating online learning materials, performance management and media for the workforce.

We're looking for someone who:

- Meets challenges with creativity and resourcefulness
- Will promote our values of Respect, Inclusivity, Integrity, Economic Vitality, and Environmental Stewardship
- Leads by example and is a practitioner as well
- Build a best-in-class learning and leadership academy for our workforce

A few reasons you might love this job:

- You can be a change agent in ideology and practice
- You will work on a supportive team and operate in a semi-autonomous work environment
- You will not be invisible, your voice and ideas will be heard and valued
- Servant-leadership culture
- Opportunity to substantively influence Agency culture

Examples of Important and Essential Duties:

- Collaborates with subject matter experts and cross-county stakeholders to determine learning needs and analyze learning gaps to design programs and learning content.

- Develops, coordinates, and presents curriculums in a culturally competent manner for in-person and remote learning via video conference training programs specific to career pathways, and department needs and to address the needs of key stakeholders.
- Develops and implements innovative learning content using advanced adult learning theory and technologies from concept to implementation.
- Drives the strategy around the design of learning content and experiences that leverage technology to meet the needs of a diverse set of learning styles.
- Advises on best practices for content creation and execution using innovative organizational development and/or adult learning techniques, principles, theory, and online learning technologies.
- Supports Learning team with facilitation of professional, management, and leadership development programs as required.
- Develops internal stakeholder relationships and performance agreements that are consistent with the stakeholder's needs, the organizational culture, the practitioner's ability to perform, and the ethical standards of the human resources development professional; and discusses requests to identify the general content, boundaries, and guidelines before providing the training session.
- Designs/adapts appropriate assessment tools or approaches such as interviews, questionnaires, and survey questions, and collects the necessary information for assessing learning needs, determining appropriate instructional design and content, identifying target populations, and evaluating the effectiveness of previous related training programs.
- Provides coaching and consulting to managers, supervisors, and employees on a variety of issues.
- Provides instructional and facilitation guidance to technical experts in areas such as meeting learning goals and objectives and following professional Training and Development standards.
- Administers instructional programs requiring the services of contractors to ensure the delivery of high-quality, cost-effective training.
- Works a fluctuating schedule – general business hours are maintained but needs of training or engagements of 24/7 staff could require work on some evenings, nights, or weekends.
- Performs other related duties and responsibilities as assigned.

Nature of Work:

Essential duties require the following physical skills and work environment: the ability to stand for a prolonged period of time, drive to various training sites, use various computer software and equipment, and lift and move up to 25 pounds.

Examples of Work

Training Development, Implementation, and Online System

- Creates formal design and development approaches using adult learning best practices and industry training technologies to deploy, maintain, and monitor learning for County Government employees, including the design and management of the online County Learning Management System (LMS);
- Participates in coaching and mentorship, change management, leadership development, talent development, facilitates programs to improve organizational effectiveness, and diversity and inclusion;
- Designs, creates, selects, and improves curriculum and content for the implementation online and in-person in collaboration with internal and external stakeholders;
- Identifies training needs through the use of surveys, performance evaluations, needs analysis, and coordination with Human Resources Liaisons (HRLs);
- Leads facilitation management, support, and implementation, whether in the classroom or in meetings;
- Uses sound judgment to make independent decisions and recommendations based upon limited information and time;
- Provides creative, strategic, and tactical expertise to translate organizational goals into strategies and actions, including the ability to identify best courses of action;
- Designs, develops, and implements long range plans, programs, and strategies to expand the program by conducting needs assessments;
- Collects and analyzes metric data to facilitate data driven decisions regarding where to focus training efforts;
- Leads the planning, maintenance, and implementation of training schedules in collaboration with all stakeholders, internal and external.

Strategic Talent Management Initiatives and Operations Management

- Develops strong relationships across agency's and assist in determining HR priorities consistent with OHRM objectives;
- Partners with management to build and develop stronger work teams;
- Manages strategic talent management initiatives, including performance management, succession planning, leadership development, and other programs using established processes, procedures, and technology;
- Works closely with management and employees to improve work relationships, build morale, increase productivity, and retention; provide guidance and input on workforce and succession planning;
- Develops detailed and illustrative standard operating procedure guides and policies in alignment with all division functions;
- Oversees the maintenance of in-house training facilities, equipment, and resources;
- Reviews existing goals and objectives of the program; adapt existing programs; research new programs to produce the needed results; and collect and analyze information;

- Works closely with agency's to support talent management processes, including performance appraisals, workforce calibration, leadership development plans, and succession planning;
- Works with HRLs, other agency's and managers to develop job and agency specific training plans, including tying into agency and county succession planning.

Employee Engagement

- Lead employee engagement activities, including the development and execution of overarching County program and planning, implementation, and execution of an Employee Engagement Survey;
- Monitors training reports, watch for trends, and coordinate with HRLs on targeted communication;
- Monitors completion of action plans and reports to HR Leadership;
- Assists HR Leadership and the organization with employee engagement, program design, and other duties related to employee engagement.

Communication and Marketing

- Develops communication and marketing activities to support the strategic communication and management of employee engagement, learning, and professional development opportunities;
- Writes communications on training, performance management, and other topics for review by the HR Leadership; release to appropriate audiences;
- Creates desk manuals and Standard Operating Procedures tied to areas of responsibility;
- Creates user documentation to support OD areas.

Other

- Collaborates with other members of HR to leverage expertise, systems, and processes in support of organizational needs;
- Works closely with management and employees to improve work relationships, build morale, increase productivity, and retention;
- Provides guidance and input on workforce planning and succession planning; identify training needs for organization;
- Works on HR related projects for the betterment of the organization; and represent the organization's core values;
- Accurately assess cultural environment, exhibiting emotional intelligence and appropriate sensitivity while maintaining individuality and authenticity;
- Conducts research and provide reports on best practices;
- Leads design and roll-out of programs beneficial to OHRM, the County, and its employees;
- Provides administrative and analytical assistance with all areas, including (but not limited to) training, performance management, employee surveys, policies and procedures, COOP, drug-free workplace, employee awards, branding and marketing, communications, and other HR services and projects;
- Completes other duties as assigned.

Qualifications

How to qualify

MINIMUM QUALIFICATIONS:

1. Master's degree in Organizational Development, Instructional Design, Adult Learning, Leadership, Organization Psychology, behavioral psychology, education, Business, or other related fields from an accredited college or university **AND**
2. Two (2) years of verifiable experience designing, organizing, or conducting employee training programs **OR** teaching adults and developing lesson plans **AND**
3. Three (3) years of verifiable experience supervising a team of trainers or instructional designers.

Substitution:

- Additional experience as described above may be substituted for the required education on a year-for-year basis. Thirty (30) semester units/forty-five (45) quarter units equal one year of experience.
- The supervision experience may not be substituted.

Notes:

1. Applicants must meet the minimum qualifications by the final filing date unless otherwise noted.
2. One (1) year full-time experience is equivalent to 2000 hours. (2000 hours of qualifying work experience is based on a 40-hour work week). Any overtime hours that you work above forty (40) hours per week are not included in the calculation to determine full-time experience.

3. EACH APPLICANT MUST INCLUDE INFORMATION, WHICH CLEARLY DEMONSTRATES THE ABOVE QUALIFICATIONS FOR THIS POSITION.

Additional Information

All interviewees will be required to complete a competency exercise as a part of the interview process.

Required Skills

- Three (3) years of relevant experience developing training content, curriculum, and project management.
- Strong analytical, technical, and problem solving skills.
- Advanced experience using Microsoft PowerPoint.
- Experience using Articulate Software.
- Experience using Adobe Captivate Software.
- Experience in designing, developing, and implementing e-Learning courses.
- Experience in curriculum design and development, and instructional design.
- Experience with adult learning theories.
- Proven ability to meet and manage aggressive timelines.
- Excellent communication skills (verbal and written) and the ability to communicate effectively at all levels within organization.
- Ability to work well with others in a team environment and also able to function independently.
- Ability to multi-task and meet established deadlines for multiple projects simultaneously and work in a high-pressure production environment.

PREFERRED CRITERIA

The stated preferred criteria may be used to identify candidates advancing to the interview process and/or to identify job finalist(s) at the end of the selection process when referred for hiring.

- Six (6) years of experience specific to course creation, training, facilitation, and organizational development.
- Doctoral Degree (Ph.D., Psy.D., MS/MA/MBA) in Organization Development, Instructional Design, Adult Learning, Leadership, Organization Psychology, behavioral psychology, education, Business, or other related fields.
- Certification in SPHR, SHRM-SCP, SHRM, PHR and/or ODCP.
- Human Resources experience in a unionized or public sector environment.
- Demonstrated excellence in presentation and facilitation skills.
- Experience in instructional design.
- Experience developing internal training or management academies.
- Experience working with diversity, inclusion, equity content development and training delivery with an anti-oppression and intersectional approach.
- Experience with Change Management.
- Knowledge of: Principles of adult learning and cultural change work within organizations.
- Familiarity with competency and intervention models for individuals, work groups, and organizations.
- Experience with NEOGOV Learn and Perform system modules.
- Experience using the SuccessFactors Learning Management System and performance management module and Microsoft Office applications
- Excellent writing and computer skills (Microsoft Office Suite).
- Certified in any of the following:
 - Organizational Development
 - Instructional Technology
 - Learning and Performance

APPLICATION PROCEDURE

A. Applicants must complete the online application. All elements of the application, including resume and supplemental questions, must be submitted in order for the application to be considered complete.

B. Applicants must attach the following to complete the application process:

1. Current comprehensive resume.


It is important that your application reflect all of your relevant education and experience. Please note that your resume does not take the place of completing the "Work Experience" section of the application. Applications *will* be rejected if no work experience is listed, or if other required

application fields are missing or incomplete.

It is the applicant's responsibility to ensure that all required application materials are completed and properly uploaded into the system. Only complete applications will be forwarded to the selection committee for further review. An application is only considered complete if all items above are uploaded.

DURATION OF ELIGIBILITY: Candidates will be selected from a temporary register of eligibles which will become effective approximately four (4) weeks after the closing date. Once a selection has been made, the register will expire.

ELIGIBILITY TO WORK: Under the Immigration Reform and Control Act of 1986, an employer is required to hire only U.S. citizens and lawfully authorized alien workers. Applicants who are selected for employment will be required to show and verify authorization to work in the United States.

This employer participates in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work in the U.S., only after an offer has been accepted and the Form I-9 is completed. For information on E-Verify, or if you believe the County has violated its E-Verify responsibilities, please contact the Department of Homeland Security (DHS) at 888-897-7781  or visit their website at dhs.gov.

CLOSING DATE: ONLY ONLINE APPLICATIONS WILL BE ACCEPTED. All completed applications MUST be received in the Office of Human Resources Management by **5:00 p.m.**, on **the closing date.**

***Prince George's County Government is an Equal Opportunity/Affirmative Action Employer
Committed to Diversity in the Workplace***

Agency

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