JOB DESCRIPTION: ORGANIZATIONAL DEVELOPMENT COORDINATOR

DEPARTMENT:	Talent Management – Performance Management	**REPORTS TO:**	Manager, Performance Management
JOB CLASS:	Coordinator	**PAY GRADE:**	18
EXEMPT STATUS:	Exempt	**DATE:**	10/4/2016

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Organizational Development Coordinator is responsible for supporting talent management-related duties on a professional level working closely with the Performance Management Manager and designated functional areas within Talent Management. This position provides daily coordination of day to day operations and systems within the performance management, professional learning and talent management departments. The Coordinator also works collaboratively with talent management department managers to assist in the creation of training and customer help sites, and serves as an informational resource in Performance Management to both internal and external customers. The Coordinator also plays a critical role in the analysis of data and providing recommendations for action plans for improvement. The Coordinator works collaboratively with leaders and employees in their designated functional areas to resolve issues and continuously improve Talent Management within FLVS.

ESSENTIAL POSITION FUNCTIONS:

- Coordinate the recording of new hire classes and awarding of attendance points in the performance management and professional learning system
- Provide general guidance and assistance to employees in the performance management and professional learning system, including assisting with individual support and developing group training
- Produce and analyze ad-hoc performance management and professional learning system reports for DOE or internal requests
- Audit completion of employee performance appraisals at all required phases and communicate with supervisors to ensure completion
- Assign evaluation plans in the HRIS and ensure accuracy in the performance management and professional learning system
- Complete quarterly system audits of evaluation plans to ensure correct targeting
- Plan, create, and facilitate performance management and professional learning system guide revisions
- Analyze professional learning course offerings and ensure alignment to both instructional and support staff evaluations
- Provide and analyze predictive and trend data to forecast program needs
- Monitor, audit and distribute satisfaction surveys and evaluations of programs and uses the data to make recommendations to ensure quality
- Write and maintain SOPs for the performance management and professional learning system

- Assist Talent Management managers in the development and facilitation of manager and staff training
- Coordinate surveys for Professional Learning, Performance Management, and Talent Management
- Evaluate current training courses to ensure quality and efficacy
- Identify and communicate monthly PD offerings to staff groups
- Assist and train presenters in utilizing presentation tools to engage the audience and maintain quality
- Effectively collaborate with internal stakeholders
- Maintain a high level of customer service
- Exercise good judgment and discretion in determining solutions
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education:

- Bachelor's Degree in related field; or equivalent combination of education and relevant experience

Experience:

- Three years' of progressive responsible experience training adults
- Microsoft Office software experience
- One year experience working in administrative side of HRIS systems

Knowledge, abilities and skills:

- Basic knowledge of computer operation and office software
- Knowledge of the basic principles of the training
- Ability to prioritize tasks and meet aggressive deadlines
- Ability to evaluate audits, assess data and/or information using established criteria
- Strong written and verbal communication skills
- Strong communication and teaming skills
- Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives
- Strong organizational skills

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS	CUSTOMER FOCUS
Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience	*Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer*
INTERPERSONAL SKILLS	FUNCTIONAL /TECHNICAL EXPERTISE
Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers	*Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion*

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS	CREATIVITY
Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers	*Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"*
SELF KNOWLEDGE	PLANNING
Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions	*Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results*
ORGANIZING	PROBLEM SOLVING
Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner	*Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers*
DRIVE FOR RESULTS	
Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of	

planning; Consistently seizes opportunities; Consistently exceeds goals	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Remote
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

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