# UNIVERSITY OF SOUTHERN CALIFORNIA

## Learning and Development Manager

**Job Code: 117507**

**OT Eligible:** No  
**Comp Approval:** 9/19/2017

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### JOB SUMMARY:

This position is responsible for collaborating with key clients, stakeholders and Subject Matter Experts (SMEs) in assigned area to establish learning and development policies, procedures and processes. The Learning and Development Manager evaluates organizational training and development needs, and implements standardized training and development assessment plans based on identified needs and changes. This position manages the development and implementation of instructional design curricula for instructor-led, web-based, and blended delivery training. The Learning and Development Manager also facilitates and evaluates training classes to ensure best practices and curricula are delivered effectively.

### JOB ACCOUNTABILITIES:

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<tr>
<th>% TIME</th>
<th>*E/M/NA</th>
<th>Task Description</th>
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<td>Works collaboratively with key clients, stakeholders and Subject Matter Experts (SMEs) in assigned area to establish learning and development policies, procedures and processes. Oversees and validates standardized training and development assessment plans based on identified needs and changes.</td>
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<td>Analyzes and assesses organizational training and development needs. Determines training timelines, resource needs, and essential curricula to meet specific organizational needs. Creates a continuous learning environment roadmap through the use of multiple platforms.</td>
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<td>Oversees and validates the development and implementation of instructional design curricula for instructor-led, web-based, and blended delivery training. Designs tools/programs. Researches innovations and trends in learning techniques/technologies and practices.</td>
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<td>Coaches and develops a team of learning and development professionals. Oversees the education and training for teammates to ensure the design and delivery of the coursework is aligned with the organization’s vision and goals.</td>
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<td>Oversees and evaluates the facilitation of training classes to ensure best practices and curricula are delivered effectively. Measures effectiveness of learning and development initiatives and implements process improvements as necessary.</td>
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<td>Recruits, screens, hires, trains and directly supervises all assigned subordinate staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Recommends departmental goals and objectives, including workforce planning and compensation recommendations. Reassesses or redefines priorities as appropriate in order to achieve performance objectives.</td>
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<td>Develops and manages program budgets and recommends or makes budgetary and resource allocations. Approves expenditures and budget adjustments, within assigned limits. Provides financial projections and detailed financial status reports as needed.</td>
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<td>Screens, engages and manages work provided by third party outside vendors required to effectively complete assignments to established standards.</td>
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Maintains awareness and knowledge of current changes within legal, regulatory, and technology environments which may affect operations. Ensures senior management and staff are informed of any changes and updates in a timely manner.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

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<th>Essential</th>
<th>No</th>
<th>Yes</th>
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| 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.

JOB QUALIFICATIONS:

Minimum Education:

- Bachelor's degree
- Combined experience/education as substitute for minimum education

Minimum Experience:

- 3 years

Minimum Field of Expertise:

- Degree in Education or Business. Experience developing and conducting training courses, and in computerized budget development and management.

Preferred Experience:

- 5 years

Skills: Other:

- Analysis
- Assessment/evaluation
- Communication -- written and oral skills
- Conceptualization and design
- Curriculum development
- Organization
- Planning
Problem identification and resolution
Project management
Public speaking/presentations
Research
Scheduling
Staff development
Teaching/training

Skills: Machine/Equipment:
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment

Supervises: Level:
Supervises employees who do not supervise.

Supervises: Nature of Work:
Technical

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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