

CITY OF HAMILTON

CITY MANAGER'S OFFICE

(HUMAN RESOURCES DIVISION - ORGANIZATIONAL DEVELOPMENT- LOCATION - 120 KING ST. W., 9th FLOOR)

ORGANIZATIONAL DEVELOPMENT & LEARNING COORDINATOR

SUMMARY OF DUTIES

Reporting to the Manager, Organizational Development and Learning, this position is the main point of contact for employees and people leaders-seeking training information and data reports on corporate-wide learning & development programs, enabling the development of individuals within the organization, aligned to and in the support of the City's overall strategy and culture. Responsible for administering, managing, troubleshooting, and collaborating with key stakeholders as it relates to learning & development software, including PeopleSoft HRMS Training Administration system and the Learning Management system, that supports the city's Performance and Learning strategy. Coordinates and provides logistical support to corporate Learning & Development programs, and Leadership Development programs delivered by Organizational Development & Learning Specialists. Organizes and manages the implementation of the COH Corporate Employee Recognition Programs (including Corporate Employee Recognition Awards 25 Years of Service, Employee Bereavement, and Retirement). Coordinates and implements all aspects of Corporate New Employee Orientation Program including facilitation and delivery.

GENERAL DUTIES

Administers, manages and maintains the organization's Training Administration system through the Human Resources Management System (HRMS)- and Learning Management System (LMS) which manages course registration, staff training records, license/certifications, data reporting and online learning delivery-

Advise as the subject matter expert and primary contact for stakeholders of the Training Administration system, including conducting and delivering training for core users in HRMS Training Administration due to staff turnover, newly identified users or ad-hoc refresh training requests, assessing issues/challenges hindering utilization brought forward by core users to better understand, problem-solve and provide resolutions, and advising and supporting core users on best practices, workarounds and resolutions to issues or challenges that may be hindering the full utilization of the system.

Develop and maintain the Core-User Documentation Manual for the Training Administration system, including update the manual as required with any functional and process changes and communicating with core-users of changes in system/manual.

Develop and implement communication tactics to support and advise corporate core users of any functional changes or new features to systems tables, components, processes and queries/reports to ensure seamless implementation and utilization.

Creates, manages and monitors course creations, enrolments and attendance and course completions for corporate training. Reconciles attendance and administers all departmental chargebacks and cancellation fees.

Coordinate and chair the Corporate Learning and Development Network Group, which includes staff across the corporation who are responsible for the design/delivery of learning and development programs at the city. Leverage this Group to ensure alignment with the corporate Learning and Performance Strategy initiatives. Facilitate meetings, in collaboration with the Organizational Development Specialists.

Administer, coordinate, monitor and maintain Corporate Leadership Development programs. Manage and report on the utilization of the programs using HRMS and other system software.

Collaborate and communicate with subject matter experts to ensure the promotion and professional delivery of all programs. Develop and maintain favourable relationships with partner organizations and clients to help drive participation and utilization of corporate Leadership Development programs.

Troubleshoot client Learning and Development software issues.

Provide input on the design, development and implementation of city wide (corporate) Organizational Development and Learning Systems, training programs, recognition programs, and processes.

Coordinate logistics for the delivery of all Corporate Learning and Development programs, including determining dates, times, locations, venue set up, equipment requirements, prepare and distribute learning materials and supplies, and catering arrangements, as well as attending training events as required.

Supports internal/external facilitators, trainers, guest speakers, and department contacts in organizing training events by establishing dates, times, locations, equipment requirements and meals within required time frames. Creates templates, leaders' guides and PowerPoint presentations/ articulate software by reviewing existing material in consultation with Human Resources subject matter facilitators/ trainers.

Develops, writes, and distributes own communications documents about corporate learning and development courses/program information, and creates reports pertaining to corporate and individual training.

Maintains and replenishes inventory of supplies as needed and identify time/cost saving methods to assist in delivery and set-up of training events and recognition events. Records all time and material costs in consultation with appropriate staff.

Creates training schedules including resources, dates, facilitators, costs, materials, descriptions. Ensures readily accessible documentation and updates all on-line communications. Compiles training calendar with information on course duration, location and pre-requisites.

Generates training reports from PeopleSoft, external vendors enrolment lists and other training activity documentation to as required. Prepare surveys and course evaluations using applicable software-and analyzes and summarizes outcomes.

Coordinates, administers, and manages logistics for the City of Hamilton's Corporate Employee Recognition Programs, including City of Hamilton's annual Corporate Employee Recognition Awards Event. Promotes the corporate recognition programs by creating communications to be posted, emails to senior leaders and administrative coordinators in city departments, and other stakeholders. Provides information and direction to employees and leaders seeking information on the programs and processes.

Develops and manages the Corporate Recognition Event Workplan to ensures all logistics, budget, deadlines, and goals are adhered to and achieved. Collaborate with stakeholders to ensure logistics and outcomes are met.

Organizes and oversees the monthly Recognition Workgroup Committee meetings. Follow-ups with committee members, holding them accountable to ensure their assigned responsibilities/tasks and deadlines are met.

Develops, designs, implements, facilitates and presents monthly Corporate New Employee Orientation session to participants. Evaluates course content and revises accordingly. Coordinates a year in advance Guest speakers – including City Manager – dates, calendar and room availability.

Analyse compiled evaluations and recommends, to manager, improvements to the Corporate New Employee Orientation program.

Manages all training and OD related information on the Corporate intranet, including for example course schedule/descriptions all Leader Tool Kits and how to register. Maintains electronic copies to enable ready and easy access. Organize learning materials and resources for upcoming training events/courses.

Responsible for creating and maintaining the borrowing log/schedule of OD equipment.

Verifies, monitors and advises on the project's costs for all learning and development training programs asuch as facility rental, catering, facilitator expenses, chargebacks, and training materials in accordance with departmental and corporate practices.

Monitors monthly account transactions, assigns account numbers to invoices and submits cheque requisitions for invoices and fees.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Working knowledge of Human Resources corporate policies and procedures gained through a combination of directly related education and/or equivalent combination of work experience and education. Completion of a Human Resources Management program, Communications program and/or other directly related education.
2. Previous experience and/or solid understanding of Adult Education and experience working with a Learning Management System (LMS) would be an asset. Knowledge of PeopleSoft Human Capital Management (HCM) is also an asset.
3. A progressive approach which is focused on leveraging technology to promote process efficiencies and information in a timely, consistent and transparent manner is required.
4. Superior and proficient understanding of computer systems. PowerPoint presentation graphics a must. Demonstrated ability to create and use e-mail, calendaring, word processing and spreadsheet software to generate correspondence, templates, macros, lists and other training materials. Proficient in use of PeopleSoft, or other related /similar HRIS management system, including use of ad hoc reporting tools preferred.
5. Must have excellent attention to detail with an aptitude for figures and ability to create and establish tracking and monitoring systems. Well- developed research, reasoning, analytical and problem solving skills.
6. Experience with administering projects, ensuring that plans are carried out successfully and that goals are accomplished within specified timeframes.
7. Demonstrated ability to manage a high volume of task and duties in an efficient manner in a deadline-oriented environment. Ability to self-manage and work independently, set priorities and meet deadlines and possess the initiative and have the ability to carry out instruction without detailed direction.
8. Ability to work collaboratively in a constantly changing environment with competing priorities.

9. Experience demonstrating strong customer focus and strong communication skills to draft and proofread a variety of presentation/training materials. Ability to speak publically with ease and professionalism to facilitate Corporate New Employee Orientation and provide introduction to various training and/or recognition events.
10. Good judgement and ability to recognize and maintain confidentiality.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES
AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**
