

CITY OF FORT WAYNE JOB POSTING

Applicants and Employees must meet duties/essential functions and minimum requirements.

Job Vacancy:	Manager – Professional Development	Department:	Human Resources
Requisition Number:	2022301		
Hours:	8:00 am to 5:00 pm, may vary	Rate of Pay:	\$72,503.39 to \$75,000.00 Annually
Date Posted Up:	11/17/22	Date Posted Down:	Until Filled
Time Up:	5:00 om	Time Down:	

SUMMARY

Working under the direction of the Director of Human Resources, the incumbent develops and drives short-term and long-term strategies to execute professional development and performance improvement initiatives throughout the City of Fort Wayne organization. The incumbent provides guidance and support throughout the organization for the development and implementation of department-level strategic planning and goal-setting to effectively align department operational activities with the City’s Strategic Priorities, providing assistance in utilizing action/work plans to manage department goals. The incumbent develops and implements educational programs to 1) ensure employment practices meet local, state and federal requirements, 2) equip managers to effectively lead, and 3) maximize performance of employees by providing coaching, learning, performance improvement and communication services. The incumbent utilizes working knowledge of project management skills and tools to effectively manage their workload in a project-driven environment. The incumbent manages the City’s e-learning program. The incumbent is expected to exercise a fair amount of good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with City and department policies and procedures as well as federal, state, and local regulations. At all times, the incumbent maintains absolute confidentiality of all work-related matters, including personnel records and all associated information.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following:

Coaching/Performance Management

- Oversees, directs and provides overall coordination of City-wide training, professional development, including management and employee skills building, leadership development, and compliance training;
- Serves as strategic partner to division/department managers by providing analysis, consultation, coaching, recommendations, and implementation of learning and performance improvement this includes:
 - Conducting front-end analysis of business and/or performance challenges in question and providing consultation, guidance and solution recommendations as appropriate to meet desired business and/or performance results;
 - Providing performance improvement consultation, coaching, and facilitation services throughout the development, execution, and evaluation of customized leadership/staff development workshops and/or operational, process, team, and individual performance improvement initiatives intended to improve business and/or performance results;
 - Partnering with division/departments in a thought-provoking process that maximizes professional potential;

- Works in conjunction with HR functional areas when legal/compliance issues are identified and develops training programs for managers, supervisors and employees, and/or facilitates manager and team coaching to address these needs;
- Manages the citywide system that collects, tracks, and reports training data for performance management and compliance purposes;

Creativity/Innovation/Development

- Conducts special assignments as requested by the Director of Human Resources;
- Formulates training policies, programs, and schedules, based on knowledge of identified training needs, procedures, and services, and elects appropriate instructional procedures or methods such as individual coaching, group instruction, self-study, lectures, demonstrations, simulation/scenario-based exercises, role play, and e-learning;
- Research, contracts, and develops relationships with local education, business, and professional organizations to provide educational, technical, and professional offerings.
- Envision and design intuitive digital solutions to serve the organization
 - Researches, identifies, and utilizes available technologies to create and provide webcast training, on-line learning, e-service, compliance education, and distance learning opportunities, as necessary.
 - Identifies the needs and opportunities to design instructional best practices in a dynamic environment.
 - Collects information and interviews subject matter experts to gain an understanding, content, topics, and approach.
 - Works cooperatively with others to promote awareness and support of learning.
- Conducts customer needs/satisfaction surveys and compiles the results.

MARGINAL DUTIES

Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position does not directly supervise any employees. The incumbent may assist with interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

PERFORMANCE EXPECTATIONS

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Incumbent needs practical knowledge of the practices and procedures of office management.

EDUCATION and/or EXPERIENCE

Bachelor's degree in Human Resources or a related field; five years related experience and/or training in professional development, education, or quality enhancement; or equivalent combination of education and experience. Ability to obtain an ACC, PCC or MCC Coaching certification from an ICF-accredited

(International Coaching Federation) Education Training Program within eighteen (18) months of employment. Experience with digital design and design software.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

OTHER SKILLS AND ABILITIES

- Strategic planning;
- Ability to analyze and measure training effectiveness and return on investment;
- Creative ability;
- Writing proficiency;
- Ability to utilize visual graphics in various media (Power Point, newsletter, etc.);
- Strong organizational skills;
- Good public speaker at ease moderating large groups;
- Professional knowledge of federal and state regulations related to employment law;
- Ability to operate a personal computer using Microsoft Office and Word;
- Working knowledge of PowerPoint, Access, Excel and HRIS System.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Indiana Driver's License, if a City vehicle is used.

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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand; walk; occasionally transport up to 25 lbs. (training furniture, equipment, and materials); reach with hands and arms; and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT

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.

The noise level in the work environment is usually moderate.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.