

## **ORGANIZATIONAL DEVELOPMENT SPECIALIST**

### **SUMMARY/PURPOSE**

The Organizational Development Specialist is responsible for planning, developing, evaluating, and coordinating Citywide organizational development programs with an emphasis on leadership and employee enhancement. Administers and facilitates process improvement initiatives, and assists department directors and managers to establish and maintain performance measures and improve departmental development.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Design, develop, coordinate, and facilitate a variety of progressive Citywide organizational development initiatives, to include a comprehensive leadership development program, and special interest training opportunities.
2. Administer the development of Citywide human resource programs including performance appraisal and employee relations programs.
3. Conduct needs assessments for training and staff development to enhance the effectiveness of employee performance in achieving the goals and objectives of the City of Duluth.
4. Work with departments to improve organizational performance and to meet succession planning goals.
5. Serve as a liaison between employees and management as related to organizational development issues.
6. Conduct employee training pertaining to the enhancement of leadership/management and supervision skills, organizational development, customer service, and process improvement.
7. Provide advice to department directors, managers, and supervisors on organizational development issues.
8. Complete periodic reports regarding assigned areas of responsibility.
9. Facilitate City teams and management cohorts with quality improvement, teambuilding, and other organizational development issues.
10. Create competency models and implement programs that connect employees with business goals.
11. Consult with management and other leadership to identify business processes.
12. Develop methods for data file formatting, data analysis methodologies, and management reporting.
13. Assist in the creation of effective strategic planning methods.
14. Identify data collection tools, data sources, benchmarks, and performance targets.
15. Design and implement organizational effectiveness surveys and interventions.
16. Develop team-building exercises and workshops.
17. Develop methods of measuring if performance management aligns with organizational goals.
18. Resolve conflict within groups.
19. Diagnose potential organizational problem areas.
20. Recommend training and development systems.
21. Other duties may be assigned.

### **JOB REQUIREMENTS**

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, skills, and abilities required.

1. Education & Experience Requirements
  - A. Bachelor's Degree in Organizational Development, Human Resources, Public Administration, Business Administration, Psychology, or a closely-related field, plus a minimum of three (3) years of progressively responsible related professional experience; or

- B. An equivalent combination of education and progressively responsible experience in general or specialized human resource work, preferably in organizational development activities totaling five (5) years.
  - C. A Master's Degree in Industrial Relations, Public Administration, Business Administration, or Industrial Psychology can be substituted for two (2) years of experience.
2. Knowledge Requirements
- A. Thorough knowledge of organizational development concepts and practices, including training principles and methodologies.
  - B. Knowledge of learning and development concepts, particularly management development and talent management.
  - C. Knowledge of developing and managing projects from start to finish with measurable results and operational impact.
  - D. Knowledge of principles and processes for providing customer service; this includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
  - E. Advanced skills in Microsoft Excel, Word, and PowerPoint.
  - F. Knowledge of human resources and modern business principles, theories, and practices.
  - G. Knowledge of the laws, ordinances, regulations and statutes governing human resources functions.
  - H. Knowledge of the principles and practices of public personnel administration, including employee relations.
3. Skill Requirements
- A. Skill in information collection and data assessment skills including the ability to create assessment data.
  - B. Strong written and verbal communications and the ability to summarize complex information into tangible and measurable language.
  - C. Excellent presentation skills.
  - D. Strong listening and feedback skills for facilitation and conflict resolution skills.
4. Ability Requirements
- A. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
  - B. Ability to communicate effectively and maintain working relationships with department heads and other supervisory personnel, other City employees, and the public.
  - C. Ability to handle confidential employee and administrative information with tact and discretion.
  - D. Ability to guide management in the development of strategies and plans appropriate to the organization's status and needs.
  - E. Ability to work across all levels of management to build relationships and influence change.
  - F. Ability to instruct others in a classroom setting.
  - G. Ability to respond convincingly to questions, regarding the validity of quality improvement techniques.
  - H. Ability to manage multiple projects and prioritize.
  - I. Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities.
  - J. Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities.
  - K. Ingenuity and inventiveness in the performance of assigned tasks.
5. Physical Ability Requirements
- A. Clarity of speech and hearing, which permits the employee to communicate effectively.

- B. Sufficient vision, which permits the employee to produce and review a wide variety of materials in both electronic and hardcopy forms.
- C. Sufficient manual dexterity, which permits the employee to operate a computer and to make handwritten notations.
- D. Sufficient personal mobility, which permits the employee to complete field work at various City facilities.
- E. Ability to attend work on a regular basis.

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| HR: TS | Union: Basic | EEOC: | CSB: 02/07/2018 | Class No:   |
| WC:    | Pay: 135     | EEOF: | CC:             | Resolution: |