

**CITY OF AURORA
JOB DESCRIPTION**

**JOB CODE: TBD
SALARY GRADE: E17
EFFECTIVE/UPDATED: 7/13/2021**

DIRECTOR OF TRAINING & DEVELOPMENT

Definition

Under general supervision of the Chief Human Resources Officer or designee, the Director of Training and Development, is responsible for facilitation of Training and Development of City staff. The Director of Training and Development will administer and manage City-wide organizational development and training programs. Develop and implement programs designed to optimize organizational performance. The Director of Training & Development is also responsible for the development and management of the City's Employee Assistance Program.

Equipment/Job Location

Duties shall be performed in a normal office environment where there is no expected physical discomfort or exposure to hazards. Must be able to sit or stand for long periods of time. Operates a variety of equipment, including personal computer, photocopier, printer, telephone and facsimile machine. May be required to travel to other City locations and outside meeting locations.

Essential Functions:

1. Provide leadership and consultation to address specific process improvement, organizational, training, or performance needs within various City Departments.
2. Participate in the planning, development, coordination, and implementation of diverse human resource and organization improvement initiatives, projects, and activities, as assigned by the Chief Human Resources Officer.
3. Manage initiatives as required, including but not limited to, working with supervisors and managers on implementation of individual Performance Improvement Plans, Individual Development Plans, coaching, and conducting related training.
4. Work with Department Heads, Managers, Supervisors, and other appropriate staff and/or committees to identify organization development and training needs and design and implement specific programs to solve problems and enhance city service delivery.
5. Develop and conduct training in such areas as: strategic planning, problem solving, process improvement, supervisory and leadership skills, and other areas as appropriate.
6. Identify, communicate and operationalize statistical tools and data analysis methodologies used in team oriented problem solving efforts and present training sessions that assist teams in using these tools for improving processes.

7. Develop and deliver presentations for other community resources and government agencies on Organizational Development and Training related topics as requested and approved.
8. Provide training and leadership in the ongoing development and enhancement of the Supervisory Training Program. Provide training and leadership in the ongoing development and enhancement of orientation and training classes and materials for orientation of new employees and other City officials.
9. Serve on project teams, collect and analyze data, prepare or assist with the preparation of project reports, and perform other support and/or leadership activities as appropriate.
10. Provide, facilitate and/or coordinate human resource management consultation (both proactively and in the resolution of organizational issues).
11. Research, recommend, and implement the latest in technology to enhance training delivery and meet the needs of the organization.
12. Serve as in-house consultant to employee engagement and improvement teams and provide training and technical assistance to client groups as required.
13. Coordinate City involvement in inter-agency and community-wide collaborative training in sustainability and quality improvement.
14. Represent Organization Development and Training program interests and serve as a liaison to other agencies as appropriate.
15. Direct, administer and develop the internal program, and the selection and oversight of the external EAP service provider.
16. Provide specialized consultation for managers and supervisors on issues related to EAP and Critical Incident Stress Management (i.e., supervisory skills, organizational civility, culture and change management, alcohol and drug use, critical incidents, workplace violence and threats, suicide threats, conflict management, workgroup assessments, work-related stress, mental health, and grief).
17. Develop related systems and processes consistent with organizational needs and governing legislation.
18. Respond to HR related inquiries from City Departments/Divisions and the Mayor's office, providing consultation and advice as appropriate.
19. Additional duties as required or assigned.

Required Knowledge and Abilities

- Requires extensive knowledge of municipal government organization, policies and functions, and local and state laws affecting the activities of municipalities.
- Requires extensive knowledge of public administration, including personnel, labor relations, and public relations.
- Requires ability to utilize various computer software programs including but not limited to the Microsoft Office Suite.
- Requires ability to work effectively with statistical data, preparing analysis of data, drawing conclusions from such, and implementation of information drawn from such data.
- Requires ability to research, develop and implement up-to-date personnel programs and policies.
- Requires extensive knowledge of office management, practices, and procedures.

- Requires skill in decision making.
- Requires ability to supervise effectively.
- Requires ability to communicate effectively both in oral and written form.
- Requires ability to maintain satisfactory relationships with employees, officials and the public.
- Requires ability to maintain confidentiality in all aspects of work.

Qualifications for Hire

- Bachelor's degree in Human Resources, Psychology, Sociology or related field. SHRM and/or SHRM-SCP certification is preferred.
- Six years' Human Resources experience and/or training.
- Requires a valid driver's license