
JOB DESCRIPTION: LEARNING SPECIALIST

DEPARTMENT:	Professional Learning Business Development	REPORTS TO:	Training Manager or Assigned Supervisor
JOB CLASS:	Specialist	PAY GRADE:	18
EXEMPT STATUS:	Exempt	DATE:	07/16/2012

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Learning Specialist successfully implements all FLVS employee orientation programs (internal, franchise, and external customers), professional development opportunities for staff, and training opportunities for external customers. The Learning Specialist performs a variety of duties including the scoping, designing, and creation of training content and materials and the facilitation of FLVS training programs. The Learning Specialist utilizes evaluation methodologies for the purpose of determining quality of internal and external training programs and assists with the coordination of duties for the technicians and assistants assigned to this department.

ESSENTIAL POSITION FUNCTIONS:

- Analyze training needs to develop new training programs or modify and improve existing programs
- Plan, develop, and provide training and staff development programs, using knowledge of the effectiveness of methods of instruction for adult learners such as classroom training, demonstrations, online delivery, on-the-job training, conferences, and workshops
- Create and facilitate FLVS new employee induction programs
- Plan and facilitate training programs as needed for external customers and franchises
- Develop and coordinate a training curriculum for end users of all levels, as dictated by organizational goals and objectives
- Design, develop, and deliver both distance and in-class training programs and courses, including all course materials, exercises, and skills evaluations
- Investigate and answer questions pertaining to external training programs
- Evaluate the quality of internal and external training programs, implementing changes as necessary
- Analyze departmental processes and procedures for effectiveness and program enhancement opportunities
- Review and evaluate training for alignment with national standards for professional development
- Conduct an internal and/or external Customer Satisfaction Survey to assess performance, as determined by supervisor, vetting results and implementing changes
- Interview stakeholders, subject matter experts, and teachers to determine instructional design requirements for the development of training courses; write required documents
- Review training materials and documentation and keep them up to date
- Where necessary, provide guidance and/or mentoring to junior members of the team
- Maintain knowledge of training trends, opportunities, and issues

- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education/Licensure/Certification:

- Bachelor's degree; or equivalent combination of education and relevant experience
- Professional Teaching Certificate from FLDOE, preferred
- Certified Professional in Learning and Performance (CPLP), preferred

Experience:

- Three years' related experience in the design, development, and delivery of staff training/professional Development

Knowledge, abilities and skills:

- Knowledge of the principles of training
- Knowledge of instructional design
- Knowledge of evaluation and analysis methods for content and delivery processes
- Ability to apply quality methods of instruction for adult learners
- Ability to write and assess learning objectives
- Knowledge of computer operation and office software
- Knowledge of and ability to apply training best practices and instructional design principles
- Ability to evaluate, audit, deduce, and/or assess data and/or information using established criteria, showing good judgment in the vetting process
- Ability to exercise independent judgment to adopt or modify methods and standard to meet variations in assigned objectives
- Strong customer relationship skills
- Strong verbal and written communication skills
- Ability to prioritize tasks and meet aggressive deadlines
- Ability to apply principles of persuasion and/or influence
- Ability to work varying shifts to meet training schedule needs

CORE COMPETENCIES FOR SUCCESS:

<p>COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p>CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p>INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p>FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

<p>PEER RELATIONSHIPS</p> <p><i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i></p>	<p>CREATIVITY</p> <p><i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"</i></p>
<p>SELF KNOWLEDGE</p> <p><i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i></p>	<p>PLANNING</p> <p><i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i></p>
<p>ORGANIZING</p> <p><i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i></p>	<p>PROBLEM SOLVING</p> <p><i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i></p>
<p>DRIVE FOR RESULTS</p> <p><i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is</i></p>	

<i>full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i>
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PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Remote
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.