| **DEPARTMENT:** | Talent Management – Performance Management | **REPORTS TO:** | Manager, Performance Management |
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| **JOB CLASS:** | Specialist | **PAY GRADE:** | 18 |
| **EXEMPT STATUS:** | Exempt | **DATE:** | 10/6/2016 |

*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 Organizational Development Specialist serves as the as the primary system administrator for the school-wide Performance Management and Professional Learning system. The Organizational Development Specialist identifies and leverages technology solutions to meet the needs of Talent Management personnel and end users. The Organizational Development Specialist facilitates ongoing system use and troubleshoots system issues, including managing all employee electronic evaluations, maintaining the electronic Professional Learning catalog, creating formats for necessary reports, and implementing necessary updates to maintain compliance with state statutes and regulations as related to performance evaluations and professional learning requirements. The Organizational Development Specialist oversees Performance Management and Professional Learning system projects and manages all reporting production and data validation.

### ESSENTIAL POSITION FUNCTIONS:

- Manage and administer the performance management and professional learning system
- Identify, plan, and communicate updates the performance management and professional learning system according to statute changes and all applicable school district rules, regulations and policies as directed by the Performance Management Manager
- Manage and administer Blackboard Collaborate, Educator Train, and Workday Training Center
- Establish and maintain both internal and external customer relationships
- Facilitate and participate in IT and vendor status meetings for identification and resolution of issues and consideration of and evaluation of potential system enhancements and upgrades
- Create and facilitate training on the performance management system for all end users in collaboration with Professional Learning and the Performance Management Manager
- Act as the primary contact for issuing system notifications, handling escalations, and providing resolutions to system issues and errors
- Evaluate and implement processes that improve the system and increase end user efficiency and enhance productivity
- Respond to and resolve help desk inquiries
- Assess, monitor, and report on overall quantity and type of help desk requests and resolutions
- Monitor system performance, specific to required service levels and standards, and identify, evaluate, troubleshoot, and resolve end user issues
- Initiate and maintain procedures to ensure continual data integrity
- Develop and maintain standard operating procedures for the position
- Maintain compliance with all applicable state requirements to report professional learning and performance evaluation results and the status of any evaluation system revisions

- Work with vendor to develop needed reports for DOE reporting requirements
- Prepare all mandated DOE reports pertaining professional learning and performance management
- 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:*
- Bachelor's Degree in related field; or equivalent combination of education and relevant experience

*Experience:*
- Three years' experience in a Talent Management position, or similar technical experience within a talent management department
- Experience in configuration, implementation, maintenance and customization of business application packages specific to Talent Management

*Knowledge, abilities and skills:*
- Knowledge of principles, methods, and techniques of talent management administration related to the area of professional learning and employee performance management
- Advanced knowledge of Microsoft Office products, specifically Excel
- Knowledge and ability to apply software support and troubleshooting methodologies
- Ability to work independently with minimal supervision, establishing priorities and meeting deadlines
- Demonstrated strong research and analytical skills
- Excellent written and verbal communication skills; requires the ability to communicate with technical and non-technical users; ability to communicate clearly to executive level leadership
- Strong interpersonal and customer service skills within all levels of the organization

## CORE COMPETENCIES FOR SUCCESS:

| COMMUNICATION SKILLS | CUSTOMER FOCUS |
|---|---|
| *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* | *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* |

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|---|---|
| *message is consistently error-free; The written message has the desired effect on the target audience* | |
| INTERPERSONAL SKILLS | FUNCTIONAL /TECHNICAL EXPERTISE |
| *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* | *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* |

**INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:**

| PEER RELATIONSHIPS | CREATIVITY |
|---|---|
| *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* | *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"* |
| SELF KNOWLEDGE | PLANNING |
| *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* | *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* |
| ORGANIZING | PROBLEM SOLVING |
| *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* | *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* |
| DRIVE FOR RESULTS | |
| *Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is 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* | |

**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.*