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| <b>DATE</b>     | January 2015 |
| <b>JOB CODE</b> |              |
| <b>FLSA</b>     | EXEMPT       |
| <b>EEO</b>      |              |

JOB TITLE: Organizational Development/Special Projects Manager  
 DEPARTMENT/DIVISION: City Manager’s Office  
 REPORTS TO: Competition Director

**SUMMARY:**

As Organizational Development Manager, responsible for planning, staffing, and directing all training operations which may include the following duties. Conducts employee skills assessments to ensure training fulfills City performance goals and objectives. Coordinates and monitors training curricula through vendor contracting, scheduling, developing training plans and evaluating courses (content and delivery) to meet short and long term organizational development goals. Assists in identifying departmental training needs. through the implementation of effective training programs. Selects or develops courses that support the development of all employees. Assists in developing and monitoring the City’s training budget. May write, coordinate and administer special training grants and projects.

As Special Projects Manager, plans, executes, implements and finalizes special projects according to established objectives, guidelines, deadlines and within budget. Works under the direction of multiple Directors on special projects. Provides these Directors with project management guidance by assisting with defining project objectives, resources and deliverables and overseeing quality control and implementation throughout the project’s life cycle.

**ESSENTIAL JOB FUNCTIONS:**

- Oversees the development, delivery, quality, and documentation of employee education events that support strategic business goals and objectives, including:
  - Managing the *Development Difference* employee training curriculum
  - Chairing the Employee Education/Training Committee
  - Managing business relationships with all training vendors
  - Managing the *Municipal Resource Collection* in coordination with the Carrollton Public Library staff
  - Managing the development of online training resources (*e-learning*)
- Assists the Competition Director with the annual Carrollton Leadership Academy program.
- Assists the HR Director and the Competition Director in the development of standard “career paths” or “career ladders” within each Department/Division.
- Coordinates with the Competition Director a City-wide mentoring/coaching program to develop high potential employees.
- Assesses critical business and operational issues and develops or adjusts curriculums to resolve such issues
- Develops and adjusts curriculums that directly meet employee and organizational development needs.

- Coordinates with Workforce Services and public/private school districts to create a City-sponsored “work-study” internship program for high-potential graduates from local high schools and community colleges.
- Stays abreast of adult learning, facilitation techniques, classroom management, and best practices in organizational development in private and public sectors.
- Establishes and maintains productive and effective working relationships with all levels of management.
- Delivers presentations and training or instruction to all levels of City staff.
- Evaluates training/instructional materials, teaching aids and devices (e.g., video/film, textbooks, and e-learning tools) and makes adjustments to improve the effectiveness of course content and delivery.
- Manages training vendor services and relationships
- Conducts training needs assessments and recommends new training programs.
- Designs and/or prepares training/instructional materials, teaching aids and devices; coordinates and delivers training with other staff.
- Develops a strategic business plan for City-wide training (non-civil service).
- Determines how money will best be spent to get the work done, and provides accurate record-keeping for these expenditures
- Participates in committees, task forces and business unit cross-functional teams as assigned.
- Oversees City employee recognition programs including the STARS committee
- As Special Projects Manager, works under the direction of the IT Director, Chief Financial Officer/Director of Finance, Director of Workforce Services and/or other Directors for ad hoc projects, as assigned.
- Other duties as assigned

**SUPERVISORY/BUDGET RESPONSIBILITIES:**

- Supervises the OD Trainer and the Technical Writer (contract, part-time) positions including: hiring, determining workload and delegating assignments, training, monitoring and evaluating performance, and initiating corrective actions.
- Develops and monitors budgets including fund allocation, revenue collection, budget projection, and expenditures. Monitors invoices and processes payments to suppliers.
- Develops cost / benefit and ROI analysis related to training initiatives and programs.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Skill in applying adult learning, facilitation techniques, and classroom management skills.
- Strong leadership and project management skills and exhibits a strong sense of urgency.
- Ability to effectively manage several complex projects simultaneously.
- Ability to nurture and support a high performance culture.
- Skill in building and sustaining collaborative, trusting relationships with others.

- Skill in business acumen, critical thinking and problem solving.
- Ability to communicate with a variety of individuals tactfully and professionally.
- Ability to manage and resolve conflict. Ability to leverage resources and remove obstacles.
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- Ability to lead and work collaboratively in teams.
- Ability to quickly adapt to changing work situations.
- Skill in training and delivering presentations to diverse audiences.
- Skilled at persuasively presenting ideas, options, concepts and information orally and in writing.
- Ability to operate standard office equipment and PC-based computer software programs. Strong computer skills (MS Excel, Word, Outlook, PowerPoint, etc.)
- Ability to develop online training courses using the appropriate software (Articulate, etc.).
- Basic knowledge of performance measurement and evaluation processes.
- A positive attitude, patience and persistence especially when working across departments.

**MINIMUM QUALIFICATIONS:**

- Bachelor’s Degree in General Business Administration, Human Resources,/Organizational Development or related field.
- Two years experience as a supervisor.
- Two years training or group facilitator experience.

**PREFERENCES:**

- Knowledge, training and experience in the fields of information technology, human resources, project management, business operations and managerial concepts, municipal administration, organizational behavior and training/adult learning.
- Experienced in working with senior management and consultants.
- One year experience as a supervisor in operational management in a non-training environment.

**LICENSES AND CERTIFICATIONS:**

- Valid State of Texas Class C driver’s license.

**WORKING CONDITIONS:**

- Frequent climbing, balancing, reaching, sitting, standing, walking, stooping, kneeling, crouching, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 25 pounds
- Work is typically performed in a standard office environment
- May occasionally work in the outdoors conducting field research, observing field operations or assisting with special events.

**CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test
- Must pass criminal history check
- Must pass motor vehicle records check

This job description is not designed to cover or contain all the activities, duties or responsibilities that are required of the employee. As the needs of the business change, this role will change accordingly. Therefore, this document should be viewed as a set of guidelines, which are subject to change.