

Organizational Development Specialist (ODS)

Primary Objective:

The Organizational Development Specialist (ODS), who reports to the Employment & Training Manager partners with management and employees to enhance organizational effectiveness for service excellence. Acts as organizational development liaison and advisor to the leadership and facilitates initiatives across the corporation. This position is responsible for the development and integration of human resource development programs and multiple projects to achieve strategic business goals and operational objectives.

Major Areas of Accountability:

- Utilizes continuous quality improvement principles to ensure ongoing evaluation and improvement of training programs based on feedback from participants and management as well as a self-evaluation.
- Applies the Corporation's mission and philosophy in conjunction with policies and procedures toward promoting high quality and distinctive customer service.
- Analyzes information gathered and offers individualized recommendations for process changes and training elements to improve service excellence in a given area.
- Plans, develops, and provides training programs that enhance employee performance quality and efficiency and prepares individuals for career growth opportunities.
- Designs and implements methods for obtaining data (e.g., surveys, interviews and departmental policy and procedure manuals and meeting minutes) for the purpose of improving employee performance.
- Consults with management on performance, organizational, and leadership matters.
- Conducts needs assessments to determine measures required to enhance employee job performance and overall company performance
- Develops, designs, and delivers innovative, results-oriented training programs and activities.
- Oversee the development and implementation of succession plans.
- Attends meetings as required and participates on committees as directed.
- Participates in educational programs, in-service meetings, and training sessions in an effort to share his/her own expertise with others and further the quality of education and personal growth provided to all customers, both internal and external.
- Track and monitor training of all employees via department's corporate training software package.
- Performs other duties as assigned or requested.

Education Required:

Bachelor's degree required. A degree in Human Resource Management, Business Management or related field preferred. HR related certifications a plus.

Experience Required:

A minimum of 5 years of related professional experience in a Human Resources department is required or demonstrated organizational development skills within the LWCC.

Skills Required:

This position requires an extremely perceptive person, who is capable of relating to individuals at all levels. As unique situations present themselves, the incumbent must be sensitive to corporate needs, employee goodwill, and the public image.

- Excellent communication skills, written and oral
- Computer literate, Microsoft office applications
- Excellent interpersonal skills