



## Executive Director, Talent, Learning and Organizational Development Job Description

### JOB INFORMATION

<i>Job Code:</i>	117187
<i>Job Title:</i>	Executive Director, Talent, Learning and Organizational Development
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Manages through subordinate supervisors.
<i>Job Family:</i>	Training & Development
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	4 Administrator

### JOB SUMMARY

Leads and oversees the strategy and implementation of all learning, talent, and organizational development areas, acting as the university's senior authority. Guides strategic initiatives and provides ongoing updates to leadership. Defines comprehensive talent acquisition strategies, addressing all areas.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Master's degree	

#### Additional Education

**Check here if experience may substitute for some of the above education.**

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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#### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		12 years	
	X	15 years	

#### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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#### Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Bachelor's degree in business, psychology, communications, or another related field. Twelve years' experience providing strategic direction in talent development, workforce planning, and learning and organizational development areas. Six years' experience in leadership/management roles, able to evaluate and research training options and alternatives. Demonstrated experience supporting business leaders, with excellent multitasking,

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
		prioritization and project management skills. Extensive experience designing, establishing, and implementing innovative talent, learning and organizational development strategies. Proven track record of building and leading successful teams, able to apply best practices, policies and federal, state, and local employment laws and regulations. Excellent critical thinking, problem-solving and organizational skills, with strategic focus on process mapping, task management and implementation. Ability to develop analytics from multiple data streams, interpret trends and advance persuasive recommendations. Excellent written and oral communication skills, with an exemplary attention to detail. Ability to tailor communication delivery to various audiences and exercise discretion with confidential information. Excellent interpersonal skills, able to grow, mentor, and challenge teams to do their best work every day in evolving cultures. Familiarity with HR software (e.g., Workday). Fluent in Microsoft Office.
	X	Master's degree in business, psychology, communications, or another related field. Eight years' experience in management, executive and/or leadership roles, with proven ability to inspire all levels of an organization. Exceptional, interactive leadership/management style, able to drive change effectively and maintain equitable, consistent work environments. Demonstrated expertise with relevant operating models, best practices and trends (e.g., performance management). Experience in human capital consulting and/or HR at large, complex, matrixed organizations. Demonstrated experience working with business leaders and partners to assess improvement opportunities, diagnose performance issues, and design specific, strategic solutions to increase learning and organizational effectiveness. Experience in higher education environments, able to listen and engage positively and successfully with varied internal/external stakeholders. Experience defining, implementing and tracking comprehensive candidate experience and engagement strategies. Track record of successfully driving change and influencing the adoption of new ideas. Reputation for discretion, integrity, judgement, responsiveness and common sense. Ability to manage multiple priorities, with flexibility and poise. CIPD, CPLP, ODCP, SHRM-CP, SHRM-SCP, PHR, SPHR, or similar certifications.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees, designs, and directs talent, learning and organizational development. Leads strategy composition and development based on internal/external data and with both customers and the university's evolving needs in mind. Incorporates innovative learning experiences and best practices. Leads teams responsible for creating high quality, blended programs with core focus areas (e.g., custom support for high-potential talent).				
Aligns daily operations and strategic initiatives to HR/university goals. Partners with team leaders and senior leadership to oversee cross-functional projects (e.g., collaborations with learning and development teams) and initiatives that achieve short- and long-term talent and learning strategies. Connects functional workstreams and distills takeaways to inform learning and organizational strategies.				
Keeps talent, learning and organizational development collaborations top of mind and enables effective leadership dialogue through regular operational meetings. Facilitates open lines of communication with leaders to provide updates on strategic work and learning/organizational activities. Delivers communications driving employee engagement, including presentations tailored to varied stakeholders.				
Develops metrics and tracking mechanisms to build accountability, measure results, and optimize the impact of talent, learning programs and organizational structures through data analytics. Continuously assesses, analyzes, and reviews leading higher education practices and competitor performance to evaluate programs and inform HR strategies. Stays current with standards and emerging trends to identify improvement opportunities.				
Designs and optimizes organizational structures to deliver scalability and growth, implementing changes with operational excellence. Oversees development of career pathways and performance management processes and systems. Drives continuous improvements to best practices, delivering consistent service excellence and timely responses to regulatory changes.				
Provide guidance and mentorship to learning and organizational leaders and teams, creating space for career growth opportunities. Ensures senior leadership and relevant stakeholders are informed in a timely manner of any pertinent regulatory changes affecting operations. Provides guidance to Promotes an				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>

### Campus Security Authority (CSA)

By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <https://dps.usc.edu/alerts/clery/>

*Essential:*

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.