



JOB INFORMATION

Job Code:	117529
Job Title:	Learning Programs Coordinator
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Training & Development
Job Family Group:	Human Resources
Management Level:	7 Individual Contributor

JOB SUMMARY

Coordinates the development of learning design content, ensuring all requirements are met per training requests. Applies updates to existing training materials, ensures training requests are addressed, tracks development progress, and ensures stakeholders are informed and updated on requests, current work, and updates to materials. Collaborates with relevant stakeholders to pursue opportunities for learning and development training within specific functional areas.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

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

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	
	X	5 years	

Additional Work Experience

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

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Three years' experience in learning and development.
X		Demonstrated experience developing training program collateral.
X		Experience editing printed materials, workbooks and e-learning modules.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to partner with teams and departments to deliver targeted and relevant materials.
X		Ability to support concurrent projects, prioritize competing assignments, and work under pressure with tight deadlines and frequent interruptions.
X		Excellent written and oral communications skills and attention to detail.
X		Strong organizational skills, analytical skills, and the ability to think strategically and creatively.
X		Ability to exercise discretion with confidential information.
	X	Five years' experience in human resources, higher education and/or organizational change.
	X	Ability to identify and recommend appropriate learning & development opportunities to remediate gaps in team knowledge or skills.
	X	Knowledge of curriculum design and adult learning principles.
	X	Ability to assist in the development and modification of HR trainings, related systems, and opportunities for development within the department and university.
	X	Excellent people skills, situational awareness, and relationship-building abilities.
	X	Ability to use sound judgment in making decisions with minimal supervision.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X	SHRM (Human Resource Certification)	
	X	Professional in Human Resources - PHR	
	X	Senior Professional in Human Resources - SPHR	
	X		Chartered Institute of Personnel and Development - CIPD
	X		Certified Professional in Learning and Performance - CPLP
	X		Organization Development Certified Professional Program - ODCP
	X		Or other similar certifications.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Gathers learning experience requirements from stakeholders and helps coordinate learning experience materials. Monitors and evaluates learning programs for efficacy and accuracy, ensuring all requirements are met. Coordinates updates to existing learning materials.				
Ensures learning requests are addressed, tracking progress from concept to delivery. Ensures university departments are informed and updated on requests, current work, and updates to materials.				
Collaborates with relevant stakeholders to pursue opportunities for learning and development training within specific functional areas. Helps to identify and address gaps and inconsistent knowledge within a department based on stakeholder feedback.				
Analyzes stakeholder feedback to assess training needs and embed recommendations for training to support strategic goals into tailored training materials. Solicits constructive feedback and insights from relevant stakeholders and proactively incorporates suggestions into continuous improvement of output.				
Maintains currency of learning and development trends and provides guidance to stakeholders as needed. Gathers performance data, conducts research, and provides reports as necessary.				
Promotes an 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

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
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/			

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.