



<b>Job Title</b>	<b>Senior Organizational Development Specialist</b>	<b>FLSA Status</b>	<b>Exempt</b>
<b>Band</b>	<b>PRO</b>	<b>Probationary Period</b>	<b>12 Months</b>
<b>Zone</b>	<b>6</b>	<b>Job Code</b>	<b>12690</b>

**Class Specification – Senior Organizational Development Specialist**

**Summary Statement:**  
 The purpose of this position is to perform a variety of administrative, analytical, strategic operational duties in support of programs for the City and/or multiple City agencies. The Organizational Development (OD) Specialist will plan, design, and execute programs and coaching solutions to ensure the organization is equipped to meet current and future workforce and organizational needs. This role will lead projects, facilitate, and teach on a variety of topics across the organization so that employees have the skills and resources to work effectively and reach their full potential. The OD Specialist will help develop and implement new and innovative learning solutions to assist employees in deliver quality services to citizens of the City of Colorado Springs. This role will provide support and guidance in talent management, organizational development, performance management, leadership coaching and training to enhance the organization's overall effectiveness and capabilities under the direction of the HR Manager of OD and Training.

**DISTINGUISHING CHARACTERISTICS:** This is the advanced journey level class in the OD Specialist series. Positions at this level possess a specialized, technical, or functional expertise within the area of assignment and may exercise lead supervision over assigned lower level staff. Employees are typically assigned significant responsibilities above the journey level and often exercise independent judgment in the performance of all duties. This class is distinguished in that it performs the most complex work assigned to series and may serve in a working supervisory capacity over lower level staff.

<b>Essential Functions</b>	Note: Regular and predictable attendance in the performance of this job is an essential function.
<b>Time %</b> (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
30%	Creates formal design and development approaches, adult learning best practices, utilizes industry training technologies to deploy, maintain and monitor learning. Participates in coaching and mentorship, change management, leadership development, talent development; facilitates programs to improve organizational effectiveness, and diversity and inclusion.

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30%	Works in talent management, which includes assisting in performance management, succession planning, leadership development, and other programs, assisted through the use of the LMS. Collaborate with other members of HR to leverage expertise, systems, and processes in support of organizational needs; work closely with management and employees to improve work relationships, build morale, increase productivity, and retention; provide guidance and input on workforce and succession planning.		
15%	Lead employee engagement activities, to include: involvement in development and execution of overarching City program and planning, implementation, and execution of Employee Engagement Survey, including reporting on results and action plans developed from it. Consult with vendors, departments, City leadership, and other organizations to identify program needs. Acts as a resource about program development and initiatives. Provides advice and/or recommendations to leadership concerning relevant issues.		
15%	Develop communication and marketing activities to include: creation and maintenance of user documentation, desk manuals, and SOPs to support OD areas as well as writing communications on training, performance management, and other topics for review by HR Leadership and then released to appropriate audiences.		
10%	Conducts research and provides reports on best practices in OD best practices.		



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**Competencies Required:**

Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.

Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Math: Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

**Technical Skills Required:**

Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

**Relevant Background and Formal Education:** Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in public administration, business administration, community development, social sciences, or other specifically related field.

Experience: Five years of full-time responsible experience in organizational development or program management.

**Certifications and Licenses:** Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.



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**Supervision Exercised:**

Work may require functioning as lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work; or requiring the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

**Supervision Received:**

The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

**Fiscal Responsibility:**

This job title has no budgetary responsibility.

**Physical Demands:**

Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.

<b>Environmental Conditions</b>	<b>Frequency</b>
Primary Work Environment	Office with some outside
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never

**Machines, Tools, Equipment, and Work Aids:** Phones, fax, scanner, copier, personal computers and other standard office equipment.

**Specialized Computer Equipment and Software:** Microsoft Office Suite, NeoGov Learning Management Software, PeopleSoft – HR.



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*The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.*

Original date: August 2019