



Learning and Development Specialist (Organizational Effectiveness)

Apply

 Anatomy/Chemistry Building

 Full time

 Posted 4 Days Ago

 JR00050013

University Overview

The University of Pennsylvania, the largest private employer in Philadelphia, is a world-renowned leader in education, research, and innovation. This historic, Ivy League school consistently ranks among the top 10 universities in the annual U.S. News & World Report survey. Penn has 12 highly-regarded schools that provide opportunities for undergraduate, graduate and continuing education, all influenced by Penn's distinctive interdisciplinary approach to scholarship and learning. As an employer Penn has been ranked nationally on many occasions with the most recent award from Forbes who named Penn one of America's Best Employers By State in 2021.

Penn offers a unique working environment within the city of Philadelphia. The University is situated on a beautiful urban campus, with easy access to a range of educational, cultural, and recreational activities. With its historical significance and landmarks, lively cultural offerings, and wide variety of atmospheres, Philadelphia is the perfect place to call home for work and play.

The University offers a competitive benefits package that includes excellent healthcare and tuition benefits for employees and their families, generous retirement benefits, a wide variety of professional development opportunities, supportive work and family benefits, a wealth of health and wellness programs and resources, and much more.

COVID-19 vaccination is a requirement for all positions at the University of Pennsylvania. New hires are expected to be fully vaccinated before beginning work at the University. For more information about Penn's vaccine requirements and the use of Penn Open Pass, visit the [Penn COVID-19 Response website](#) for the latest information.

Posted Job Title

Learning and Development Specialist (Organizational Effectiveness)

Job Profile Title

Training Specialist Senior

Job Description Summary

The Office of Organization Effectiveness is seeking a Learning and Development Specialist—a unique role incorporating a blend of course management, instructional technology, and learner engagement. The Learning and Development Specialist will serve PSOM Faculty and Staff and be an essential facilitator for PSOMs courses, manage the training and delivery operations of the department, oversee the facilitation of key operational processes, and will have the opportunity to coordinate special projects within the department.

The successful candidate should have strong classroom facilitation skills centered around adult learning theory, project management skills, instructional technology expertise, and be solutions-oriented, with a customer-service mindset.

Job Description

Under the direction of the Associate Director of Leadership & Professional Development, this position will:

- **Learner Engagement:**
 - Facilitation:
 - Communicate learning activities in a compelling way, including features and benefits, through online and print communication as well as face-to-face communication.
 - Facilitate classroom-based activities for PSOM faculty and staff using a variety of engaging and interactive methods that could include: group discussion; nominal group technique; learner-based instruction; one-on-one feedback; brainstorming; storytelling; and/or other recognized best practices.
 - Facilitate training and capacity building activities as assigned that use a variety of methods, including small group exercises, role plays, case studies and multi-media, expert panels, and workgroups.
 - Coaching:
 - Provide coaching on leadership, supervision, and conflict resolution to faculty and staff as needed.
- **Program Administration:**
 - Program Management:
 - Manage the training operations of the department, including , scheduling, registration, attendance tracking, and evaluation tracking for our workshops, reserve program spaces for virtual and on-campus trainings, and order catering.
 - Manage program registration and inquiries.
 - Communicate and collaborate effectively with other department representatives regarding projects, networking, and organizational updates.
 - Serve as system administrator for LMS, learning, and assessment platforms/tools.
 - Maintain technology account access privileges for learners ensuring the right users have access and old users are removed on a regular schedule.
 - Support users experience with our LMS.
 - Support the Associate Director in the management and execution of several cyclical processes such as quality assurance of routine processes, preparing courses for upcoming semesters, and scheduling of program specific office hours.
 - Program Metrics:
 - Establish and maintain connections between Oracle and Power BI, and the OE website, marketing emails, and google analytics.
 - Create and maintain Power BI Dashboards to effectively evaluate course offerings, utilization rates, social media campaign interactions, and marketing utilization trends.
 - Assess and report on satisfaction, knowledge transfer, and on-the-job use of learned skills for assigned programs. Based on the data gathered, work with the Associate Director to make recommendations for refining and enhancing learning activities and programs.
- **Program Development:**

- E-Design:
 - Support the Associate director and Learning and Development Specialist A with the build of e-learning modules that include sound instructional objectives, topics, learning activities, appropriate instructional media, metrics, and a project plan. These require LMS, adult learning theory, and instructional technology expertise.
 - Support the creation of virtual e-learning materials based on PSOMs current training products.
- Develop Learner Journeys:
 - Review relevant literature to build content expertise and to incorporate into training programs, toolkits, and materials.
 - Work with the Associate Director and Learning and Development Specialist to prepare courses for launch and manage program administrative processes.
 - Maintain documentation in project management systems on course updates, revisions and issues.
 - Produce instructor and participant materials in collaboration with Associate Director and Learning and Development Specialist A.
 - Other duties as assigned.

QUALIFICATIONS

• Required:

- Bachelor's Degree required; Major (preferred) Instructional Technology, Learning Sciences, or Adult Education.
- 3 years to 5 years of experience or equivalent combination of education and experience.
- LMS experience
- Strong written and verbal communications skills.
- Skilled in Microsoft Word, Power BI, Excel, Power Point, Canva or similar design platforms.
- Excellent attention to detail and skills in communication, customer service, presentation design and delivery, and data collection and analysis.
- Demonstrated experience facilitating groups, providing classroom instruction, and presenting to internal and external audiences required.
- Ability to build strong rapport with learners and maintaining effective relationships across working groups.
- Demonstrated ability to work both independently and collaboratively in a service-oriented, supportive environment, as well as manage multiple priorities and deadlines.

• Preferred:

- Master's Degree preferred; Major: Leadership Development, I/O Psych, Adult Learning, or Educational Leadership.
- Experience working in higher education.
- Previous experience with live online training.
- Coaching experience.
- Writing copy.
- Experience with Articulate Storyline.
- Experience with Google Analytics

Job Location - City, State

Philadelphia, Pennsylvania Training Specialist Senior

Department / School

Perelman School of Medicine

Pay Range

\$51,824.00 - \$78,096.00

Affirmative Action Statement

Penn adheres to a policy that prohibits discrimination on the basis of race, color, sex, sexual orientation, gender identity, religion, creed, national or ethnic origin, citizenship status, age, disability, veteran status, or any other legally protected class.

Special Requirements

Background check required after a conditional job offer is made. Consideration of the background check will be tailored to the requirements of the job.

University Benefits

- **Health, Life, and Flexible Spending Accounts:** Penn offers comprehensive medical, prescription, behavioral health, dental, vision, and life insurance benefits to protect you and your family's health and welfare. You can also use flexible spending accounts to pay for eligible health care and dependent care expenses with pre-tax dollars.
- **Tuition:** Take advantage of Penn's exceptional tuition benefits. You, your spouse, and your dependent children can get tuition assistance here at Penn. Your dependent children are also eligible for tuition assistance at other institutions.
- **Retirement:** Penn offers generous retirement plans to help you save for your future. Penn's Basic, Matching, and Supplemental retirement plans allow you to save for retirement on a pre-tax or Roth basis. Choose from a wide variety of investment options through TIAA and Vanguard.
- **Time Away from Work:** Penn provides you with a substantial amount of time away from work during the course of the year. This allows you to relax, take vacations, attend to personal affairs, recover from illness or injury, spend time with family—whatever your personal needs may be.
- **Long-Term Care Insurance:** In partnership with Genworth Financial, Penn offers faculty and staff (and your eligible family members) long-term care insurance to help you cover some of the costs of long-term care services received at home, in the community or in a nursing facility. If you apply when you're newly hired, you won't have to provide proof of good health or be subject to underwriting requirements. Eligible family members must always provide proof of good health and are subject to underwriting.
- **Wellness and Work-life Resources:** Penn is committed to supporting our faculty and staff as they balance the competing demands of work and personal life. That's why we offer a wide variety of programs and resources to help you care for your health, your family, and your work-life balance.
- **Professional and Personal Development:** Penn provides an array of resources to help you advance yourself personally and professionally.
- **University Resources:** As a member of the Penn community, you have access to a wide range of University resources as well as cultural and recreational activities. Take advantage of the University's libraries and athletic facilities, or visit our arboretum and art galleries. There's always something going on at Penn, whether it's a new exhibit at the Penn Museum, the latest music or theater presentation at the Annenberg Center, or the Penn Relays at Franklin Field to name just a few examples. As a member of the Penn community, you're right in the middle of the excitement—and you and your family can enjoy many of these activities for free.
- **Discounts and Special Services:** From arts and entertainment to transportation and mortgages, you'll find great deals for University faculty and staff. Not only do Penn arts and cultural centers and museums offer free and discounted admission and memberships to faculty and staff. You can also enjoy substantial savings on other goods and services such as new cars from Ford and General Motors, cellular phone service plans, movie tickets, and admission to theme parks.
- **Flexible Work Hours:** Flexible work options offer creative approaches for completing work while promoting balance between work and personal commitments. These approaches involve use of non-traditional work hours, locations, and/or job structures.
- **Penn Home Ownership Services:** Penn offers a forgivable loan for eligible employees interested in buying a home or currently residing in West Philadelphia, which can be used for closing costs or

home improvements.

- **Adoption Assistance:** Penn will reimburse eligible employees on qualified expenses in connection with the legal adoption of an eligible child, such as travel or court fees, for up to two adoptions in your household.

To learn more, please visit: <https://www.hr.upenn.edu/PennHR/benefits-pay>

About Us



The Perelman School of Medicine's mission is to advance knowledge and improve health through research, patient care, and the education. Our inclusive culture embraces diversity, fosters innovation, stimulates critical thinking, supports lifelong learning, and sustains our legacy of excellence.

The University of Pennsylvania seeks talented faculty and staff for our vibrant community. Our institution is committed to diversity along

[Read More](#) 



© 2022 Workday, Inc. All rights reserved.