JOB DESCRIPTION # 120

TITLE: Ancillary Support Professional

FUNCTIONAL TITLE: Chief Learning Officer (CLO)

JOB CATEGORY: Educational Support Services

REPORTS TO: Vice President of Human Resources

BASIC FUNCTIONS: The Chief Learning Officer (CLO) of Seven Hills Foundation & Affiliates directs the organization’s education, training, and development programs to empower staff and ensure their maximum effectiveness and contribution to meeting organizational goals.

QUALIFICATIONS: A Master’s degree, Doctoral degree preferred, in education, organizational development, human resources or comparable fields of study and a minimum of five (5) years of leadership experience, preferably in the areas of human resources management, academic and/or professional development, or comparable areas; Proven ability to lead by example and to foster training collaborative relationships; Outstanding verbal, written, presentation abilities, and interpersonal skills as noted in “Competencies” section below. Excellent technical experience required.

SCHEDULE: This is a full time position with hours to be determined by programmatic needs.

RESPONSIBILITIES/OBJECTIVES:

- Manages the day-to-day operations of the Corporate College and supervises training and development.
- Partners with organizational leaders to identify needs for training and organizational development; develops and implements new trainings as needed.
- Advises senior leadership regarding initiatives and activities that promote maximum staff effectiveness and creates a positive impact on service quality.
- Develops and evaluates employee development programs and ensures that programs do have a beneficial impact on service delivery.
- Plans, launches, monitors, and acts on long-range learning initiatives that are aligned with the organization’s strategic goals.
- Designs and establishes benchmarks that measure the impact and effectiveness of organizational development programs on the organization’s overall performance.
- Forges relationships with internal and external stakeholders, including but not limited to, universities/colleges, public schools industry, government entities, etc…
- Coordinates and manages needs assessments of internal stake holders such as Frontline Leaders, Ancillary Support Professionals, Direct Support Professionals and others.
COMPETENCIES REQUIRED:

- **Knowledge Management**: Knowledge of the process and tools for capturing, organizing, and using individual and departmental intellectual assets, such as competencies, best practices, etc.

- **Learning**: Knowledge of tools and techniques for grasping new concepts, acquiring new ways of seeing things and revising ways of thinking and patterns of behavior.

- **Interpersonal Relationships**: Knowledge of approaches, tools, and techniques for working with individuals and groups in a constructive and collaborative manner.

- **Oral and Written Communications**: Ability to express oneself to provide information to others effectively, recognizing that communication is more than just language – it includes tone, style, and structure.

- **Coaching**: Ability to encourage, motivate, and guide individuals and teams in learning and improving effectiveness.

- **Decision Making and Critical Thinking**: Knowledge of tools and techniques for effective use of a broad range of factors, assumptions, frameworks, and perspectives when solving problems.

- **Influencing**: Ability to impact decisions within and outside the organization.

- **Leadership**: Knowledge of approaches, tools, and techniques for gaining the cooperation and support of others.

- **Planning: Tactical, Strategic**: Ability to contribute to operational (short term), tactical (1–2 years), and strategic (3-5 years) planning in support of the business plan.

- **T&D Policies, Standards, and Procedures**: Knowledge of and ability to use the organization’s and the industry’s standards, procedures, and policies relevant to staff training and development.

- **Adult Learning: Theory and Practice**: Familiarity with the concepts and practices of adult learning and its application to the workplace.

- **Learning Needs Analysis**: Knowledge of the process of identifying what people need to learn for successful individual and organizational performance.

- **Learning Development**: Knowledge of processes, tools, and techniques for developing a solution to stated learning needs.
• **Learning Delivery**: Familiarity with the full spectrum of methods and alternatives for delivering learning solutions.

• **Learning Evaluation**: Knowledge of methods, tools, and techniques for evaluating the effectiveness of learning intervention.

**EXPECTATIONS:**

• To carry out all responsibilities professionally and efficiently.

• To work in harmony with and in support of the Seven Hills Foundation operating subsidiaries.

**STATUS**: Exempt

**STATE CONTRACT CROSS REFERENCE TITLE:**

I have read and understand my job description.

____________________________________  _________________
Employee                                Date

____________________________________
Employee Printed Name

____________________________________  _________________
Supervisor                               Date

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