

**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