

POSITION DESCRIPTION

POSITION TITLE: Talent Development Specialist

DEPARTMENT: Human Resources

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Vice President of Human Resources

POSITION PURPOSE

This customer-focused, highly motivated, and relationship dedicated individual is responsible for providing guidance, counsel, and support to employees and managers on employee relations matters and workplace concerns. This individual will address and provide advice and counsel to managers and employees in the resolution employee relations matters, performance management issues, development plans, disciplinary actions, policy violations, investigations, and resolution of employment issues. The Talent Development Specialist is to serve as a liaison between employees, management, and Human Resources providing information and consultation regarding relevant Human Resource issues, policies, practices, procedures, and employment laws and regulations. The Talent Development Specialist will also be responsible for managing and owning the performance management system, to include performance evaluations, performance development plans, and performance improvement plans. The Talent Development Specialist is also responsible for conducting training needs assessments and providing training solutions to include, implementation, administration, and/or design and delivery of high-quality programs that engage, align, inform, and inspire employees in support of business strategy, goals, and initiatives.

PERSONAL ATTRIBUTES & QUALIFICATIONS

EDUCATION REQUIREMENTS:

1. Minimum of a B.A. in a business discipline
2. Professional in Human Resources (PHR) certification required, Senior Professional in Human Resources (SPHR) certification preferred.
3. Formal human resources and training education and/or experience required.

CREDENTIALS:

1. Must have 5+ years' experience in human resources management, 2-3 years in developing and/or implementing and delivering formal training programs
2. Must be highly focused on delivering excellent customer service, being self-driven, and developing effective relationships throughout the organization.
3. Must have multiple site, multi-state HR experience.

4. Strong written, verbal, presentation & persuasion skills required
5. Excellent time and work load management skill, ability to prioritize, ability to work independently, high attention to detail, and ability to multi-task and meeting established deadlines.
6. Enthusiastic and positive attitude

ESSENTIAL FUNCTIONS

RESPONSIBILITIES:

1. Develop a positive relationship with all employees. Promote direct communication and positive rapport amongst employees and managers
2. Resolve employee relations issues in a timely manner; provide coaching to all parties, and recommend appropriate actions. This includes interpreting and administering policies and conducting investigations. Report findings to management and consult with management on appropriate course of action
3. Maintain required documentation investigation notes, supporting documents and final reports and/or evidence of action taken.
4. Act as both a liaison and an advisor and provide technical expertise on HR issues to staff and management. Coach and train operational departments on various aspects of the business from a Human Resource prospective
5. Ensure compliance with Federal and State laws and regulations, and corporate policies/processes.
6. Manage the performance management system, to include developing and monitoring performance evaluations, performance development plans, and performance improvement plans
7. Provide guidance and counsel to management on employee related problems which could result in oral or written discipline. Assist with the written disciplinary documentation to ensure consistency in policy application
8. Prepare necessary materials, provide coaching and support for involuntary terminations. Conduct Exit Interviews with separating employees
9. Oversee the rewards and recognitions programs
10. Develop criteria for evaluating effectiveness of training activities and regularly monitor and reports results to management, along with recommendations for improvement as appropriate.
11. Design, develop, update, and deliver professional quality presentations and training materials to include classroom trainings, workbooks, job aids, quick reference guides, webinars, videos, and eLearnings
12. Monitors and evaluates trainee's progress and development by implementing an evaluation and proficiency assessment process that is consistent with company appraisal, developmental and feedback standards.

13. Develops and conducts audits to identify training needs and opportunities for performance improvement.
 14. Develop and maintain training tracking including participation, costs, and ROI
 15. Perform special projects as needed and perform all duties as deemed necessary for the success of the department
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CORE COMPETENCIES

1. **Active Communications (Verbal, Written, Listening Skills)** – Clearly expresses ideas, information, and concerns both verbally and in written format in both positive and negative situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication. Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.
2. **Adaptability** – Utilizes a flexible approach or method to best match the environment, situation, or person. Manages competing demands and is able to adapt quickly and positively to frequent changes, delays, or unexpected events.
3. **Attention to Detail** – Completes work in a thorough and complete manner, provides detailed information, and tracks details at all times.
4. **Composure** – Maintains emotional control even under ambiguous or stressful circumstances, including unrealistic expectations, pressing time demands, frustrations, or interpersonal conflict. Demonstrates emotions appropriate to the situation, focuses on solving conflict, and continues performing steadily and effectively.
5. **Conflict Management** – Focuses on solving conflict by confronting negative behavior, encouraging the expression of differing viewpoints, identifying and discussing underlying issues, developing win-win solutions, and maintaining confidentiality.
6. **Customer Orientation** – Views the organization through the eyes of the customer, anticipates and meets customer needs, solicits customer feedback to improve service, responds promptly, and effectively manages difficult or emotional customer situations
7. **Develop Relationships** – Builds and maintains relationships that incorporate cooperation, trust, and respect by devoting the appropriate time and energy to facilitate business transactions. Relates to others while building credibility and rapport, communicates in an honest and straightforward manner, and maintains networks.
8. **Organizing and Planning** – Plans, organizes and effectively manages to maximize efficiency and productivity. Sets goals and objectives, prioritizes and plans work activities, identifies specific action steps and resources, anticipates problems and develops contingency plans.

9. **Problem Solving& Decision Making**– Able to identify problems, solve them, and show good judgment by isolating causes from symptoms, gathering information from a variety of sources, compiling information and solutions, involving others as appropriate, readily committing to action, and making decisions that reflect sound judgment in a timely manner. Able to identify and choose between multiple options, work well in-group problem solving situations, understand consequences of potential decisions, and support and explain reasoning for decisions.
10. **Productivity** - Meets or exceeds productivity standards, completes work in timely manner, and strives to increase productivity.
11. **Professionalism** - Upholds organizational values, demonstrates sound business ethics, works with integrity and ethically in all situations, and treats others with respect and consideration at all times regardless of their status or position. Accepts responsibility for actions, reacts well under pressure, follows through on commitments, and demonstrates consistency between words and actions.
12. **Responsiveness** – Takes action to meet the needs of others, responds timely without supervision, and minimizes delays.
13. **Results Oriented** – Maintains an appropriate focus on short and long term goals, outcomes, and accomplishments, conveys a sense of urgency to make things happen, and displays a sense of urgency about getting results. Motivated by achievement and persist until the goal is reached.
14. **Team Player** - Identifies with the larger organizational team and their role within it by balancing team and individual responsibilities, sharing resources, responding to requests from other parts of the organization, supporting larger legitimate organizational agendas, and putting the success of the team above personal interests. Exhibits objectivity and openness to others' views, gives and welcomes feedback, contributes to building a positive team spirit, recognizes accomplishments of other team members, and builds morale and commitment to goals and objectives.
15. **Technical Expertise** – Maintains the minimum knowledge and skills required for the position, assesses strengths and weaknesses, pursues training and development opportunities to continuously build skills, and serves as a resource for the organization.
16. **Training** – Presents established and effective training methods, techniques, and ideas, by utilizing a variety training techniques including presentations by internal and external lectures, motivational speakers, sales or product specialists, or internally developed programs. Assists in developing training courses associated with the introduction of new products or services or designed to increase skill development. Reports on the progress of trainees and personnel under guidance during the training period, and provides tolls and follow-up support to be utilized outside of the training class. Studies and constantly develops skill in use of better teaching and training methods.