



Opening Date: 9/10/2018  
Closing Date: Open Until Filled

## **Vacancy Announcement #70-18 Organizational Development and Training Specialist**

**SALARY: NEGOTIABLE**

**DC Residents Preferred**

### **EVENTS DC**

#### **Engage, Excite, Entertain.**

Events DC is the face of conventions, sports, entertainment and cultural events within our nation's capital. As the official convention and sports authority for the District of Columbia, Events DC leverages the beauty, history and diversity of the most powerful city in the world to attract and promote an extensive variety of events, resulting in amazing experiences for residents and visitors alike, and generating economic and community benefits for the city.

Our success comes by focusing on divisions that reflect three lines of business: Conventions and Meetings, Sports and Entertainment, and Special Events, where we make a range of strategic investments in the region's marquee sports, entertainment and cultural properties. Each division is driven by the desire to bring stellar events to Washington, DC by providing superior customer service to our clients and visitors.

### **SUMMARY DESCRIPTION**

This position reports to the Manager, Organizational Development and Retention. The role requires intermediate knowledge and understanding of the talent management function including: training, workforce planning, organizational design, performance management, talent assessment, succession planning and organizational development (OD). Some exposure to Human Resources and learning development and analytics. Specifically, the Organizational Development & Training Specialist I will provide presentation, training, communications, project planning and project management support. This is dynamic role requires exceptional written and oral communication, interpersonal, organizational skills, and ability to work well autonomously, as well as within a team.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment.

### **TRAINING AND DEVELOPMENT**

- Design, create and adjust training content, online learning modules, guides, and course materials.
- Where applicable, review and evaluate training materials from prospective vendors.
- Deliver and facilitate exciting, progressive and comprehensive training content to executives, management, employees and service partners using a variety of training techniques and a collaborative approach.

- Ensure compliance with standardized training requirements by local and federal jurisdictions as mandated.
- Consult managers and leaders on training for resolution of employee issues.
- Assess skill gaps between high potential talent for succession planning.
- Contribute to OD initiatives by developing work plans, communicating progress, soliciting and incorporating feedback, and ensuring alignment for successful delivery.
- Contribute to the marketing of training programs and OD initiatives.
- Make use of technology to enhance training delivery experience.

## **PROGRAM MANAGEMENT AND SUPPORT**

- Assist the Organizational Development and Retention Manager in course/project management.
- Support the development, scheduling and implementation of an annual training calendars which will include all activities for employees, and new hires.
- Work with Organizational Development and Retention Manager to manage the development and delivery of training programs such as program materials, instructor preparation, and participant registration.
- Assist with planning, developing and execution of Events DC's curriculum for the calendar year.
- Lead the vendor management process in collaboration with the HR Generalist (HRIS).
- Provide information to participants, internal/external speakers and trainers, as well as Events DC stakeholders.
- Oversee the management of attendance, course records and individual records.
- Complete and maintain training catalogs, course descriptions (prerequisites) and global calendars.
- Monitor Continuing Professional Education credits and issue course completion certificates and manage training compliance; review, process and track training approvals.
- Support focus group meetings.
- Maintain all program documents.
- Prepare, secure and manage materials, copy, ship and prepare training materials tent cards and sign-in sheets, as required.
- Contribute to team effort by accomplishing related results as needed and as assigned.
- Handle coordination of Tuition Assistance Program.
- Self-familiarize with general work product to remain knowledgeable about program activities and respond to inquiries with accuracy.
- Collaborate well with internal and external clients.

## **EVENT AND LOGISTICS MANAGEMENT**

- Support training coordination across Events DC venues, including the set-up of classrooms to ensure they are conducive to learning, coordinating appointments and venue visits to assess appropriateness for training, and scheduling of events on the calendar.
- Establish, as necessary, external training venues, as well as venue logistics for internal and external training.
- Manage venue logistics and prepare checklists for training logistics management and employee events.

## **COMMUNICATIONS**

- Serve as liaison between the departments, participants and vendors/external clients.
- Communicate with internal and external instructors, participants or other entities to coordinate OD/Training events.

- Develop and prepare communications, customized campaigns, agendas, course outline and evaluation forms for each session in collaboration with Manager, Organizational Development and Training.
- Draft communications for global employee communications.

### **MEASUREMENT & EVALUATION**

- Assist with transfer of learning surveys and review results for further action and recommendations.
- Prepare monthly and quarterly progress reports for Manager, Organizational Development and Training.
- Assess the impact of training programs through meaningful course evaluations, class attendance and management feedback.

### **BUDGET AND EXPENSE MANAGEMENT**

- Assist Manager, Organizational Development and Training, in managing OD budget including planning, accruals and actual expenses.

### **CORE COMPETENCIES (SPECIALIST)**

- Job Knowledge and Technical Expertise.
- Strategic Thinking.
- Project Management.
- Problem Solving.
- Attention to Detail.

### **MINIMUM QUALIFICATIONS:**

- Bachelor's Degree.
- Minimum of 2 years working providing direct training in corporate environment.
- Basic knowledge of adult learning principles.
- Familiarity with Learning Management Systems.
- Demonstrated critical thinking skills and attention to detail.
- Project management skills: ability to manage multiple projects.
- Proficient in the Microsoft suite of products (i.e. PowerPoint, Excel, Outlook and Word).
- Proficient in SharePoint.
- Experience in program coordination for offsite and onsite learning and development.
- Superb oral and written communication skills.
- Proven experience in coordinating training programs, including, but not limited to managing registration, program and event management.
- Ability to work in a fast-paced, growth-oriented and matrixed organizational environment where independence, felicity and adaptability are required.
- Must be comfortable working in a fast-paced, dynamic environment.
- High professional standards for customer service, quantity/quality of work and business results.
- Excellent teamwork and interpersonal skills.
- Ability to maintain confidentiality.
- Exude the organization's guiding principles (Strive for Five).
- Demonstrate willingness and ability to work with diverse workforce.
- Foster and demonstrate a workplace inclusive of creating opportunities, serving others and building trust with internal customers.
- Open to traveling local travel between company's various sites on an as-needed basis.

- Ability to be flexible with work schedule as needed to accommodate professional needs.
- Strong Interest in soft skills development and use of technology highly desire.

### **PREFERRED QUALIFICATIONS:**

- Master's Degree.
- Knowledge of Prezi, ADDIE, Powtoon or Instructional Design a plus.
- Some experience in hospitality or other service-oriented industry.

### **REQUIREMENT**

- All positions require candidates to successfully complete our background screening process

**In an effort to protect our environment from paper waste all candidates must apply on-line on our website:**

**<http://careers.wcsa.com/employment/application.aspx>**

Computers are available in the Labor and Contractor Office (Access Control) at 1116 7th Street NW  
Monday – Tuesday and Friday – 7:00 a.m. – 11a.m.  
Wednesday and Thursday – 8:30 a.m. – 3:00 p.m.

**Washington Convention & Sports Authority T/A Events DC  
Human Resources Department  
801 Mount Vernon Place, NW  
Washington, DC 20001**

**All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.**