



Learning and Organizational Development Specialist

Job Description

Department: Human Resources
Position: Career Service
Grade: 725
Supervisory: No
Reports to: Director – Human Resources

Summary

Under general guidance and direction of the Director – Human Resources, develops, manages, plans, and delivers a wide range of learning and development programs for Utah County. Collaborates with County leadership to identify training needs, gaps, and goals. Designs, conducts, and manages training programs focusing on leadership, management, organizational development, skills enhancement, talent management, succession planning, and e-learning solutions.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Collaborate with internal and external partners to design, develop and deliver engaging educational and learning programs and courses; utilize best practices in adult learning, e-learning, and instructional methodologies, tailored to meet business needs.
2. Facilitate instructor-led, in-person, and virtual training sessions, workshops, and presentations to employees at all levels.
3. Develop interactive web-based learning content using instructional design software and integrate it into the learning management system (LMS).
4. Develop and utilize assessment tools and evaluation metrics, including key performance indicators (KPIs) to measure the effectiveness of training programs.
5. Create and deliver innovative and effective marketing materials and scheduled employee communications through available electronic delivery methods and technologies.
6. Coordinate presenters and logistical planning for annual Human Resources (HR) and countywide events.
7. Serve as the Countywide LMS administrator, and serve as a resource for all areas, including user management, learning management, content management, and basic system management.
8. Evaluate new features and functionality of system releases within the test environment and communicate updates to agency administrators.

For Office Use Only

Job Code: 2230

Job Title: Learning and Organizational
Development Specialist

FLSA: Exempt

Effective Date: 6/9/2025

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

ML: Individual Contributor

9. Identify organizational skill gaps and learning needs through surveys, interviews, and performance evaluations.
10. Develop and implement structured onboarding programs to support new hire integration into the organization.
11. Collaborate with managers, HR, and leadership to ensure training initiatives support business goals and workforce development strategies.

Knowledge, Skills, and Abilities

- Knowledge of learning theories, instructional design models, and strategies
- Knowledge of organizational structures, cultures, and management principles
- Knowledge of Learning Management Systems (LMS) administration and functionality
- Knowledge of program and performance management principles and tools to identify training needs and measure training effectiveness
- Skilled in strategic thinking and analytical skills
- Skilled in LMS administration and configuration
- Skilled in developing and maintaining instructional design software and training programs
- Skilled in public speaking and presentation skills
- Skilled in researching and implementing learning and development best practices
- Skilled in Microsoft Office applications, including Word, Excel, PowerPoint, Outlook, and Teams
- Skilled in conducting thorough and effective training needs assessments
- Skilled in facilitating multifaceted training to ensure employee success and advancement
- Ability to apply business acumen, marketing strategies, and program evaluation metrics to enhance learning and development initiatives
- Ability to utilize presentation, word processing, and project management software effectively
- Ability to promote training initiatives and motivate participants
- Ability to communicate effectively, both verbally and in writing
- Ability to develop and maintain cooperative working relationships with those contacted during the course of work activities

Supervisory Responsibility

This position has no direct supervisory responsibility.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. Work occasionally exposes the incumbent to high-stress situations including contact with the public in uncomfortable, confrontational, and emotionally charged circumstances. The noise level in the work environment is usually moderate.

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Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities for this job include close vision and ability to adjust focus. The employee is required to type, file and lift supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work eighty (80) hours each pay period to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Bachelor degree in Human Resources, Psychology, Organizational Development, or related field.
2. Three (3) years of professional experience in learning and development, instructional design, or a related field.
3. Equivalent combinations of education and experience may also be considered.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

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Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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