



Code: 1349

Family: Human Resources

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Personnel

CLASS TITLE: DIRECTOR OF TRAINING AND DEVELOPMENT

CHARACTERISTICS OF THE CLASS

Under direction, the position will direct the design, development, and facilitation of city-wide learning and professional development opportunities; and performs related duties as required

ESSENTIAL DUTIES

- Creates and executes a strategic plan that will enhance DHR's ability to offer a comprehensive curriculum and expand opportunities for learning and professional development for City employees
- Supervises and directs Training and Development Analysts, who design, develop, and deliver training programs
- Manages and assigns work activities and projects to staff; monitors and tracks status of work activities and projects
- Confers with DHR leadership and stakeholders within City departments to identify the most critical training activities and prioritize accordingly
- Researches and participates in the testing of Learning Management System (LMS) software and content creation software
- Delivers in-person presentations and virtual trainings to select audiences
- Reviews and analyzes data captured to measure the effectiveness and success of new and existing trainings to inform recommendations for continued improvement
- Maintains the course curriculum by assessing current courses and performing needs analyses to identify new courses or training programs to be added
- Creates content for online delivery/web-based learning programs
- Reviews and approves expenditures and maintains operating budget for training and development activities
- Stays abreast of training and development best practices
- Establishes work standards and conducts performance evaluations for staff

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Instructional Design, Organizational Development, Education, Human Resource Management, Business Administration, Public Administration or a directly related field, plus five (5) years of work experience in designing, developing, and delivering training programs, of which two (2) years of are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Master's degree in Instructional Design, Organizational Development, Education, Human Resource Management, Business Administration, Public Administration or a directly related field, plus four (4) years of work

experience in designing, developing, and delivering training programs, of which two (2) years of are in a supervisory role related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., phone, printer, copier, computers)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Comprehensive knowledge of:

- *methods and techniques for conducting training needs assessments, developing and designing training programs and materials
- *theory, principles, practices, and techniques of training and instruction, particularly as related to adult learning in an employer setting
- *principles and practices of group facilitation
- *applicable LMS and content design software packages and applications
- instructional design technologies
- project management
- *management and supervisory methods, practices, and procedures, including delivering feedback

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE ENGAGEMENT – Give full attention to what other people are communicating, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *LEARNING STRATEGIES – Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate operations and implement solutions
- *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions and choose the most appropriate one

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- *INSTRUCTING– Teach others how to do something
- MONITORING – Monitor and assess performance of one’s self, other individuals, or organizations to make improvements or take corrective action

Abilities

- COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences
- COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented through spoken words and sentences
- SPEAK – Verbally communicate and present information to large groups of people
- WRITE – Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense
- COME UP WITH IDEAS – Come up with a number of ideas about a topic

Other Work Requirements

- ADAPTABILITY / FLEXIBILITY – Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ANALYTICAL THINKING – Analyze information and use logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
January, 2024; April, 2025