

## JOB SPEC EXAMPLE

<b>Posting Date</b>	May 20, 2021	<b>Closing Date</b>	June 1, 2021
<b>Job Posting #</b>	Create tracking # if necessary	<b>Work Location</b>	Downtown
<b>Position Title</b>	Learning Specialist	<b>Reports To</b>	Manager, Training & Development
<b>Business Group</b>	Training & Development	<b>Department</b>	Human Resources

<b>ACCOUNTABILITY/POSITION SUMMARY</b>
Accountable to employees & managers to source appropriate learning programs to meet the business needs. A major part of the role is to coordinate in-house and/or public sessions, for personal and professional development.
<b>KEY RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• Single point of contact for directing employee training inquiries</li> <li>• Coordinates in-house &amp; public programs for the department</li> <li>• Communicates Training &amp; Development programs via targeted e-mails, internal systems and/or corporate announcements</li> <li>• Maintains online course catalogue &amp; Learning Management System, and monitors quality of the information provided by multiple vendors</li> <li>• Identify and recommends suitable learning solutions for employees based on business requirements, including: public offerings and continuous education solutions</li> <li>• Collaborates with external vendors and internal training providers, to coordinate identified training solutions</li> </ul>
<b>SPECIFIC FUNCTIONAL/TECHNICAL KNOWLEDGE AND SKILLS</b>
Training & Development or Learning Management knowledge an asset
<b>OTHER SKILLS/COMPETENCIES/ATTRIBUTES</b>
<p><u>Competencies:</u></p> <p><b>Customer Service:</b> Understands the value of the customer to the business. Makes concrete attempts to add value to the customer, to make things better for the customer in some way. Takes personal responsibility/ownership for following through and acting on customer-service situations or problems. Corrects problems promptly and ensures that similar problems do not occur in the future. Makes a point of being available, especially when customer is going through a critical period. Encourages and supports subordinates in customer service efforts.</p> <p><b>Communication:</b> Ability to interact effectively with other individuals and groups. Communication skills such as listening to the spoken word and unspoken word (background conversation) and being sensitive to the individual's/group's situation in order to understand the intent of the message. Uses this understanding when responding. Solicits and provides constructive and honest feedback. Presents ideas simply and clearly.</p> <p><b>Results Oriented:</b> Commitment to meeting or exceeding a standard of excellence, focusing attention to achieve effective outcomes, a bias for taking action, demonstrating a sense of urgency, showing initiative and consistently delivering against defined targets.</p> <p><b>Planning &amp; Initiative:</b> Addresses current opportunities or problems. Recognizes and acts upon present opportunities or addresses present problems. Displays effective use of time management skills. Is able to plan and organize workflow in an efficient and effective manner to address the opportunity or problem.</p>



**QUALIFICATIONS**

**Qualifications/Skills**

- Proficiency in Word, Excel, PowerPoint, Internet
- Excellent communication skills: written, oral & presentation
- Detail-oriented, well organized
- Basic business knowledge
- Awareness of company Mission, Vision, Values & Strategic Business priorities
- HR functional knowledge and marketing knowledge an asset

**Experience Required**

- 2-3 years administrative support experience in a customer service or marketing environment
- 1-2 years experience in a training environment preferred

**Language Proficiency**

- |  |  |   |
|--|--|---|
| <input checked="" type="checkbox"/> English                      | <input checked="" type="checkbox"/> Verbal | <input checked="" type="checkbox"/> Written   |
| <input type="checkbox"/> French                                  | <input type="checkbox"/> Verbal            | <input type="checkbox"/> Written              |
| <input checked="" type="checkbox"/> Bilingual (English + French) | <input type="checkbox"/> Required          | <input checked="" type="checkbox"/> Preferred |

