

Jurisdiction: City of Ithaca
Jurisdictional Class: Competitive
Adopted: 02/26/01
Revised: 08/02/01, 09/07/22

MANAGER OF ORGANIZATIONAL DEVELOPMENT

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for identifying and implementing organizational development and quality initiatives and for assisting the Director of Human Resources in developing and implementing the overall Human Resources strategic plan for the City of Ithaca. The Manager of Organizational Development also oversees the development, implementation and administration of education and training programs for the City workforce. Additionally, the incumbent will perform generalist human resource activities under the administrative supervision of the Director of Human Resource. The incumbent will have considerable latitude to exercise independent judgement in analyzing problems and rendering services. Supervision may be exercised over support staff and interns. Does related work as required.

TYPICAL WORK ACTIVITIES:

Identifies, facilitates and implements opportunities for process improvement;
Benchmarks best practices in human resources and change management;
Manages city-wide performance management system that focuses on improved employee performance and career development;
Directs overall employee education and training programs;
Develops, administers, and analyzes methods and procedures to monitor and evaluate progress in training effectiveness, performance improvement, and change management;
Prepares or assists in the preparation of tentative education and training budgets, and recommends needed appropriations for city-wide programs;
Develops and implements a city-wide communications strategy that fosters immediate easy access to information (this may include but is not limited to employee newsletters, info-grams, brownbag sessions, etc.);
Leads departments through organizational change initiatives;
Performs project-related tasks in support of the HR Strategic Plan;
Identifies grants supportive of human resource strategy;
May serve on committees as the Human Resource department representative;
May supervise office staff and interns.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Thorough knowledge of principles, practices and techniques for developing, implementing and evaluating change management and quality; good knowledge of management training principles and the ability to assess needs; good knowledge of the theory and practice of learning organizations and continuous quality improvement; good knowledge of the principles and practices used in the design and delivery of workforce training; strong communications skills; strong interpersonal skills and ability to develop effective working relationships with others; demonstrated competence in group facilitation; ability to use theories and methodologies to analyze organizational inefficiencies; ability to analyze and evaluate program effectiveness; ability to use analytical skills to assess organization and department work systems; ability to use computerized office management tools, including data base, word processing and spreadsheet software; ability to successfully work with and serve a diverse local community; initiative; good judgment; confidentiality; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Possession of a Bachelor's degree and three (3) years of full-time paid experience, or its part-time and/or volunteer equivalent, in a human resource field. Such experience shall have included experience in organizational development, organizational redesign, process mapping, change management, or education and training development and delivery; or
- B. Possession of an Associate's Degree and five (5) years of full-time paid experience, or its part-time and/or volunteer equivalent, in a human resource field. Such experience shall have included experience in organizational development, organizational redesign, process mapping, change management, or education and training development and delivery; or
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.