

Job Title: Director, Training & Organization Development

Basic Function

Responsible for setting the direction and designing strategies for training initiatives for all levels of employees at METRO. Working with senior management, design and implement state-of-the-art leadership and professional development programs, processes and practices that align the organization's vision and strategies and ensure quality leadership. Perform duties in a safe, efficient manner and in compliance with all applicable rules and safety procedures.

Responsibilities and Specific Duties

- Provide primary managerial direction and performs personnel administrative functions of direct report staff (e.g., training, supervising, work assignments, timesheets, performance evaluations, etc.) for the purpose of maintaining necessary staffing, enhancing productivity of staff, and ensuring necessary department outcomes are achieved.
- Lead expansion of training and development function.
- Direct the corporate Training and Organization Development staff and manage the departmental budget.
- Develop, market, and implement comprehensive and cohesive curriculums for leadership and management development.
- Direct, develop and deliver organizational effectiveness and training programs to improve work performance and meet METRO's business objectives.
- Align organizational/management development with overall business strategy and needs.
- Assess current programs against baseline based on assessments, training programs, and overall program evaluation. Analyze past and current year training requirements to prepare budgets and justify requested funds.
- Oversee the development of training manuals, reference library, testing and evaluation procedures, training technology and other educational materials.
- Provide engaging communications about training programs to encourage participation and highlight the value and benefits of training.
- Train instructors and supervisory personnel in effective techniques for training, such as new employee orientation, on-the-job training, management development, and adaptations to needed refresher or changes in policies, procedures, and technologies.
- Research and write grant proposals for training programs.
- Oversee and establish relationships with vendors to provide additional outside training programs.
- Design and facilitate succession planning, talent review, and leadership development programs; expand succession planning program to provide a source of in-house replacements for key leadership positions.
- Analyze training opportunities, determine desired performance results, and maintain integrity and quality of programs.
- Evaluate program effectiveness and ensure that programs support the overall strategy of METRO.
- Provide internal coaching and consulting to the organization. Facilitate key meetings and workshops.
- Collaborate with functional Human Resources areas to develop and/or enhance programs for performance management, diversity awareness, career development, legally mandated training, career development, succession planning, and more.
- Facilitate change management methodologies.
- Mobilize executive management to champion training and organizational development initiatives.
- Maintain up-to-date knowledge of best practices in OD, talent development, and training within the industry.
- Provides excellent customer service to METRO internal and external customers. Applies SMS methods and principles in their daily routine and supports all aspects of the agency's Public Transportation Agency Safety Plan (PTASP).
- Promotes safety awareness and follows safety procedures to reduce or eliminate accidents.
- Performs other job-related duties as assigned.

Pay Range: \$115,400 -157,200

Education Requirement

Bachelor's degree in Training and Development, Organization Development, Human Resources Development or Instructional Systems Design. Master's degree or graduate-level certificate program in one of these disciplines is preferred.

Years & Experience Required

Minimum eight (8) to ten (10) years of management experience leading a training department/function. Extensive experience in all facets of management training (design, delivery, and measurement), managing internal client relationships at all levels of an organization, writing and administering training programs and experience with large-scale project management. Proven experience and knowledge of adult learning concepts, training and development theories and techniques, and organization development required. Experience to also include familiarity with competency-based employee development models.

Knowledge & Skills Required

Strong interpersonal and organizational skills and communication skills. Must be politically savvy with a high level of business acumen. Ability to develop strong relationships at all levels of the organization. Demonstrated ability to think strategically and understand business plans, and to relate those plans to organization development strategies. Ability to demonstrate initiative and

problem-solving skills. Demonstrated project management capabilities and ability to manage multiple projects and priorities. Training and/or HR certifications preferred.

Additional Information

The Metropolitan Transit Authority of Harris County, Texas has a zero tolerance drug and alcohol policy for all employees. All internal and external applicants will be required to undergo drug testing before employment and will be subject to further drug and/or alcohol testing throughout their employment.

Further, employees who perform safety-sensitive functions will submit to drug and/or alcohol testing in accordance to the Department of Transportation (DOT) and the Federal Transit Administration (FTA) regulatory requirements.

We provide equal opportunity to all qualified individuals regardless of race, color, religion, age, sex, national origin, veteran status, genetic information or disability.