

## Position Description – Director, Learning and Organizational Development

Position open for applicants 8/24-9/15, 2019.

### JOB DESCRIPTION AND RESPONSIBILITIES:

Under the direction of the associate dean and director for Ohio State University Extension, the director of the newly developed Learning and Organizational Development (LOD) unit provides leadership for: 1) the training and development for Ohio State University Extension personnel, including the process of identifying personnel and customer learning priorities; 2) the process of program design and development, including needs assessment, and managing the systems needed to measure individual and organizational performance; and 3) developing statewide and national engagement strategies for internal and external audiences. The Director of Learning and Organizational Development is expected to work collaboratively and develop relationships with other Extension and the College of Food, Agricultural, and Environmental Sciences (CFAES) units, cross-campus partners, and external customers as appropriate to identify and support Extension priorities.

OSU Extension creates *opportunities* for people to explore how *science-based knowledge* can *improve social, economic and environmental conditions*. We serve citizens through our local outreach offices in all of Ohio's 88 counties. Learn more at <https://extension.osu.edu/>

### Essential Duties:

- **35% Leads the OSU Extension Learning and Organizational Development Team**
  - Provides leadership, guidance, and vision to the Learning and Organizational Development unit staff.
  - Collaborates with CFAES and other university partners for all learning and organizational development priorities.
  - Actively engages in strategic planning within the organization and ensures implementation of strategies for which the Learning and Organizational Development unit has responsibility.
  - Serves as an active member of the Extension Executive Cabinet and Extension Program Council.
  - Plans and oversees unit budget and effectively manages resources.
  - Actively participates within national organizations (e.g., Extension, SHRM, learning and organizational development organizations) to remain current with best practices and state-of-the-art approaches to providing effective leadership to the LOD unit.
  
- **25% Oversees Extension Professional Development and Continuous Learning**
  - Provides leadership/oversight for professional development and continuous learning training and support in the areas of operational, capacity, and job specific professional development for early-, mid-, and later-career Extension personnel. This includes new personnel orientation, mentoring, and ongoing professional development needs for all classifications of Extension personnel careers.

- Supports Extension personnel in acquiring, developing, and proactively mastering the skills and competencies that allow OSU Extension to serve the needs of Ohioans.
  - Develops systems and strategies for identifying personnel learning priorities and develops career pathing support based on personnel competencies, experiences, traits, and motivations.
  - Develops and maintains an up-to-date portfolio and calendar of professional development opportunities for Extension personnel that supports Extension leadership's strategic objectives.
  - Partners with faculty, staff, departments, professional organizations, and other applicable groups to leverage additional professional development and continuous learning resources to enhance personnel needs.
  - Leads undergraduate and graduate student exploration of Extension careers, including Extension internship initiatives.
- **20% Supports Program Design and Development, Evaluation, and Reporting**
    - Provides leadership/oversight for training and support in community assessment, needs assessment processes, and market analysis for Extension personnel and units.
    - Leads the planning to conduct county-based scalable needs assessments to guide local and statewide programming priority identification.
    - Oversees program support for needs assessments, program development, and program implementation, in conjunction with assistant directors of programs.
    - Facilitates LOD personnel to provide technical assistance to program staff to develop new Extension programming and improve existing programming, following best practices of program design.
    - Plans and directs (in conjunction with assistant directors of programs) training and support in evaluation and impact documentation including the development and management of a statewide system of priority area indicators and tools, data collection and assessment, and reporting.
    - Provides leadership for individual and organizational-wide program reporting and accountability. Ensures personnel are trained to use university and Extension reporting systems; the annual federal report for the National Institute of Food and Agriculture (NIFA) is properly completed and internal reports and impact statements needed by Extension leadership for presentation to legislators, public officials, and other stakeholders are completed; and effective reporting can be completed as a part of the personnel performance management system.
  - **20% Guides Intentional Customer Engagement**
    - Provides leadership for intentional customer engagement initiatives, tools, and processes (e.g., customer relations management (CRM), electronic program registration, records maintenance and integration, co-developing and managing related marketing of outreach activities and processes).

- Strategically develops and expands OSU Extension's digital and educational technology presence to ensure that high-quality information is accessible for clientele.
- Provides leadership/oversight for digital and elearning education including training and support of Extension personnel in the use of digital technologies and methods to improve the customer experience and path of engagement. Provides leadership to support development of outward-facing, non-credit/non-formal courses and certificate-granting programs and related processes including registrations and record keeping.
- Provides leadership/oversight to the Extension portfolio that includes external-facing, non-credit learning opportunities (online, hybrid, and in-person), including training directed toward individuals including trainings, workshops, courses, and certificate programs for clientele. This may include courses for which certification of participation or successful completion is needed or desired.

**Supervisory Responsibilities:**

Provides overall supervision, conduct performance reviews, and support professional development of appropriate Learning and Organizational Development faculty and staff.

The position is based in Columbus, Ohio on The Ohio State University Campus. The position reports to the associate dean and director, OSU Extension.

The successful candidate will also be responsible for establishing an organizational culture that welcomes and protects all people. This involves communicating and enforcing the University's statement of nondiscrimination while simultaneously implementing practices and procedures committed to establishing a culturally and intellectually diverse environment, encouraging all members of our learning community to reach their full potential. We are responsive to dual-career families and strongly promote work-life balance to support our community members through a suite of institutionalized policies. We are an NSF Advance Institution and a member of the Ohio/Western Pennsylvania/West Virginia Higher Education Recruitment Consortium. The Ohio State University is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation or identity, national origin, disability status, or protected veteran status.

**Required Qualifications:**

Master's degree in organizational development, human resource development, business, agricultural and/or Extension education, education, or a related field; five to ten years of experience leading and managing teams.

**Desired Qualifications:**

Terminal degree in organizational development, human resource development, business, agricultural and/or Extension education, education, or a related field; Leadership experience in a large decentralized organization or system. Experience or deep knowledge of the land-

grant university system; documented experience in organization development, program development and evaluation, and impact reporting.

The successful candidate may request consideration for appointment to professorial rank in an academic department.

**Requires the successful completion of a background check.**

“The Ohio State University prioritizes diversity as an institutional value. We encourage applications from individuals with disabilities, minorities, veterans, and women. EEO/AA employer.”

**Application Instructions:**

Please include the following: 1) a letter of application; 2) a complete curriculum vitae/resume including names, addresses, telephone numbers, and e-mail addresses of five references; 3) a statement of the applicant’s vision and administrative philosophy, leadership experiences, and qualifications; and 4) a statement of philosophy and approach to building a diverse, inclusive, and welcoming environment for faculty, staff, and students. **For official application and position information go to [www.jobsatosu.com](http://www.jobsatosu.com) and search for position 452726**