



POSITION DESCRIPTION

Performance Management Specialist	
Department: Human Resources	Status: Full-Time, Exempt
Reports to: Director of Human Resources	Last Reviewed: March 2024
Titles reporting to this role: None	Next Review Date:

Position Summary:

The Performance Management Specialist communicates with managers to identify training needs and maps out development plans for employees. Under the direction of the HR Director will assist in managing, designing, developing, coordinating and conducting all agency-wide trainings.

Essential Duties and Responsibilities

Include the following, other duties as assigned:

Professional Development

Develop and maintain the New Hire Orientation Program and conduct meetings with new employees in order to ensure satisfactory positions and trainings. Additionally, work with the departments to implement training and orientation strategies as well as working to create individual plans for individual careers growth. Conduct periodic check-in meetings/discussion with new employees as identified (i.e. 5, 10, 30, 45, 60 and 90 days) to ensure satisfactory position specific orientation and training and employee satisfaction, making recommendations for change as needed. Assess training needs and recommendations via surveys, interviews with employees, or consultation with manager and program directors.

Create and implement agency wide staff training/professional development programs that meet budgetary parameters. Will develop, execute, and maintain process improvement initiatives and safety related training, per agency needs. Will prepare development plans for individual career growth in collaboration with department/program managers and also develop succession planning; translating job requirements into trainings that will prepare employees for the next step of their career path. Recommend, design, and execute training and development solutions to address performance gaps. Develop, execute, and maintain leadership and supervisory development programs. Analyze and improve the impact and effectiveness of training programs.

Performance Management

Support departments/programs through training and review processes and reports as well as providing consultation to managers when needed. Compiles reports for Performance Reviews and distributes to department managers. Works within the HRIS system to monitor and produce reports for execution of review process. Provides consultation to department/program managers when assistance is needed in producing a review for a specific employee.

Learning Management System (LMS) and other Corporate Training

Develop bilingual trainings, tracking methods in LMS and evaluations for trainers on needs improvements while defining mission statements and workshops goals as well. Additionally, create lesson materials, and utilize a variety of learning/training concepts to present to the adult learner, such as group discussions, role-playing and simulations. Ultimately, work with managers on

documenting and updating a Training Matrix on a yearly basis. Maintains instructor certification requirements including CPR and MANDT. Will conduct routine MANDT and CPR training for agency.

Casa University

Develop and maintain an agency-wide learning program that provides adequate resources both professional and educational. Additionally, stay updated with new trends and tools through conducting regular review to ensure quality.

Reports and Metrics

Report on training needs and create new ones based on participants' requests. Maintain metrics and update trends.

Marketing

Responsible for collaborating with the Marketing department to promote events and programs sponsored by Human Resources. In addition, produce content for monthly HR and Manager Newsletter with the collaborations of stakeholders.

Wellness Coordinator

Provides oversight of the agency's Wellness Program and will assist with budget planning, policies, and procedures of its operations. With support of the HR Coordinator will be responsible for coordinating health and fitness activities for employees as well as assessments in the Casa Central Fitness Center while compiling data for participation and class attendance. Implement Lunch-n-Learns programs and develop a promotion for wellness challenges. Lastly, perform any other duties deemed necessary and appropriate by the Director of Human Resources, COO, and President.

General Requirements:

Sensitivity to cultural diversity is required. Will be subject to pre-employment screening that includes a medical, lift and drug and alcohol screening, as well as aptitude and skills' testing, where applicable.

Education/Experience:

Bachelor's Degree in Communications, Business Administration, Education, HR, or other related field. At least 2 or more years of experience working within a Learning Management System and Performance Management program.

Language Skills:

Bilingual Spanish preferred.

Computer Literacy & Knowledge Skills Abilities:

Strong technical skills, including proficiency with Microsoft Word, Excel, Outlook and Access; Agency's HRIS and Learning Management Systems. Skill in the use of a personal computer and related software including database or spreadsheet, word processors and the operation of media equipment, such as projectors, Smart Boards. These items are used regularly to create and present visual aids, such as PowerPoint presentations, videos and other visual aids when facilitating training classes.

Operating Environment and Working Relationships:

Works collaboratively and routinely with management staff and Agency employees. Ability to develop and conduct training programs. Requires the ability to effectively communicate in a verbal and written format. Ability to get along with diverse persons, and personalities. Must be tactful, mature, and flexible. Good reasoning abilities and sound judgments.

Decision Making Authority:

Exercises discretion, independent judgment in executing tasks and while conducting trainings.

People Management

Must have Managerial/Supervisory skills. Communicates effectively, skill in establishing and maintaining effective working relationships.

Remote Work/Technology (WIFI)/Mobile Phone Usage:

Eligible for remote work but not eligible to receive a personal mobile reimbursement. A request for a technology reimbursement but be submitted within 30 days of incurring the expense.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry up to 25lbs.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Disclaimer:

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

I acknowledge and understand that:

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

Employee Signature/ Firma de Empleado: _____

Date/ Fecha: _____