

**SCHOOL DISTRICT OF SARASOTA COUNTY****JOB DESCRIPTION****EMPLOYEE EXPERIENCE & DEVELOPMENT MANAGER****SALARY SCHEDULE: ADMINISTRATIVE I****COST CENTER: 9023****QUALIFICATIONS:**

- Bachelor's degree in Human Resources, Business Administration, Psychology or related field; additional certification or coursework in employee experience or development preferred.
- Certification in Human Resources (PHR, SPHR, SHRM-CP, SHRM-SCP) or relevant learning and development certification preferred.
- Minimum of five (5) years' experience in Employee Engagement, Training, or Development required, or equivalent combination of education and experience.
- Strong organizational skills and attention to detail.
- Excellent communication skills, both oral and written.
- Ability to manage multiple tasks and prioritize effectively.
- Proficiency in Microsoft Office Suite and other relevant software.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to build relationships at all levels of the organization.
- Ability to maintain confidentiality.
- Strong problem-solving skills and ability to think strategically while addressing day-to-day needs.
- Ability to provide consultation and advice to employees regarding career development and training.
- Ability to analyze and interpret data and drive decisions and program improvements.
- Understanding of employee engagement, learning and development principles, and performance management strategies.

**REPORTS TO:**

Chief Human Capital Officer

**JOB OBJECTIVE:**

The Employee Experience and Development Manager is responsible for creating and implementing strategies that promote employee engagement, professional development, and overall well-being. This role is responsible for creating and implementing strategies that foster a positive employee experience from onboarding through the employee life cycle.

**SUPERVISES:**

Training Coordinator  
Employee Experience Coordinator

**PERFORMANCE RESPONSIBILITIES:**

- Develop and implement events and initiatives that improve the overall employee experience, ensuring a positive workplace culture. Regularly assess employee feedback to refine strategies and address any concerns.
- Design, launch, and manage employee engagement surveys, feedback loops, and recognition programs.
- Collaborate to address engagement challenges and improve retention rates.
- Collaborate with HR and management to understand employee needs and develop corresponding solutions.

## **EMPLOYEE EXPERIENCE & DEVELOPMENT MANAGER (Continued)**

- Create, implement, and manage employee development programs focused on skill-building, career growth, and leadership development. Ensure that employees have access to relevant training opportunities to help them succeed in their current roles and prepare for future positions.
- Design, develop, and implement training programs that address both organizational and individual development needs.
- Tailor training content to various employee levels, ensuring relevance, engagement, and effectiveness. Create training materials, guides, and e-learning modules that support diverse learning styles.
- Conduct regular training needs assessments to identify gaps in knowledge, skills, and performance. Prioritize training initiatives based on business goals, employee development needs, and performance metrics.
- Lead and facilitate training sessions, workshops, and seminars on a wide range of topics, including but not limited to job-specific skills, employee development, compliance, and soft skills (e.g., communication, time management). Ensure training sessions are interactive, engaging, and conducive to learning.
- Lead the development and improvement of the onboarding process to ensure a seamless and welcoming experience for new hires. Ensure that employees are set up for success from day one and feel integrated into the company culture.
- Support managers and teams with performance management strategies, offering guidance on employee growth, goal setting, and career pathing. Develop programs that promote continuous feedback, coaching, and recognition.
- Handle employee concerns and complaints in a sensitive and confidential manner.
- Analyze data related to employee satisfaction, development progress, and program effectiveness. Provide regular reports and insights to leadership, recommending adjustments as needed to improve the employee experience.
- Provide support for career development and training opportunities for employees.
- Support organizational changes, ensuring that employee experience remains a focus during transitions.
- Create and deliver effective communication within the organization during periods of change to ensure employees feel informed and supported.
- Stay informed of the latest trends and best practices in employee experience management and employee development.

### **PHYSICAL REQUIREMENTS:**

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

### **TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan.

Length of the work year and hours of employment shall be those established by the District.

### **EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

## **Job Description Supplement No. 11**