

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **HR Media and Learning Services Specialist**

Dept.: **Human Resources**

Job Code Number: **10814**

Reports to: **HR Manager, Learning and
Development**

Grade Number: **14, Non-represented**

FLSA Status: **Non-Exempt**

Effective Date: **February 2021**

General Position Summary:

The HR Media and Learning Services Specialist reports to the Human Resources Manager, Learning and Development and plays an integral role in producing a variety of educational and community-building, multimedia products for staff and in support of a variety of centralized and decentralized projects, The HR Media and Learning Services Specialist independently carries out responsibilities in the area of multimedia production and a/v consultation and works as part of a team in areas of e-learning and training development, training testing and quality assurance, and learning services support.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

Learning and Development Media Production

1. Produce audio, video, and photographic original content for Learning and Development (L&D) projects by coordinating with stakeholders, recommending design options, capturing content, editing, and publishing to online platforms (Dayforce, Stream, SharePoint).
2. Set and manage Audio/Video (A/V) standards for KCLS all-staff meetings (town halls) and executive meetings upon request.
3. Perform technical support duties in support of all-staff and other internal meetings as needed.

Coordinating L&D Training Projects

1. Coordinate the production of e-learning projects from project initiation to project close as assigned by the L&D manager.
2. Participate with stakeholders and trainers to establish scope, needs analysis, characteristics, and structure of future training.
3. Create storyboards, scripts, scenario-based instruction flows, and other learning objects as part of training proposals.
4. Use adult learning theories and design principles to provide feedback to trainers/Instructional designers on deliverables.

Learning and Development Administration

1. Manage and keep a video and audio content library.
2. Assist instructional designers maintain accessibility standards of e-learning materials.
3. Help instructional designers test and perform quality control activities on all instructional materials (e-learning, text, video, audio).

A/V Consultancy (upon request from internal KCLS teams)

1. Help staff produce their own A/V materials by providing coaching, training, and support necessary to achieve desired outcomes.
2. Help plan A/V patron-facing workshops for libraries with ideaX Makerspace programs, making use of library owned equipment, software, and recording space. Workshops would cover a range of topics including, but not limited to, podcasting, sound mixing, dj-ing, and video editing.
3. Collaborate with Makerspace staff to recommend the purchase of, and maximize the impact of, audio/video equipment that supports community interests.

Secondary Duties:

1. Serve as an HR representative in designated work groups and committees.
2. Respond to staff queries through the Web Help Desk ticketing system.
3. Backup support for L&D communications (training announcements and reach-outs to student cohorts).
4. Manage courses in the Learning Management System including creation, enrollment, and running reports on attendance and completion.

Core Competencies:

Customer Focus

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Valuing Diversity

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

Ethics, Values, and Judgment

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional & Technical Knowledge

Demonstrates proficiency in professional and technical skills/ and or knowledge in position-

related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

Communicates Effectively

Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

Work Quality

Inspires and strives for excellence in all aspects of work including setting high standards of performance for self and others; ensures that results are complete and accurate; exhibits attention to detail.

Dealing with Ambiguity

Can shift gears comfortably; can decide and act without the total picture; can comfortably handle risk and uncertainty, does not exhibit excessive need to control or track, can ‘let go’ and move forward in uncertainty.

Compassion

Authentically cares about people with a desire to help them; demonstrates real empathy with and for others, yet, maintains appropriate boundaries.

Organizing and Planning

Establishes courses of action for self, can influence others to ensure that work is efficient, appropriately sensitive to real restraints on time and resources. Willing to take a risk.

Peer Relationships

Responds and relates well with peers/colleagues; is seen as a team player and is cooperative and collaborative; looks for common ground and solves problems for the good of all.

Drive for Results

Focuses on results and desired outcomes and how best to achieve them; does not confuse effort with results. Gets the job done.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

A typical way of obtaining the knowledge, abilities and skills for this position is:

- Bachelor's degree in computer science, education, humanities or social sciences fields or equivalent education in teaching and software application skills.
- Stay up to date with photo, audio, and video equipment and editing software.
- Intermediate to advanced skills in Camtasia, Audacity, PowerPoint, and Excel.
- Advanced knowledge of photographic equipment and photography principles including

studio portrait.

- Basic knowledge of adult learning theories to better serve stakeholders when designing and producing materials.
- Familiarity with Articulate Storyline capabilities in order to make instructional design recommendations.
- Ability to comply with deadlines as set by project stakeholders.
- Ability to multitask and work on several projects at the time while keeping track of progress, challenges, and deadlines.
- Ability to travel to any of the KCLS buildings to complete media production tasks.

SPECIAL REQUIREMENTS

A valid Washington driver's license.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is changing tasks depending upon the shift and will in most cases occasionally stand and walk and up to constantly sit. Will occasionally reach up or down and frequently reach out. Neck rotation may be up to occasional. Constantly using hands in conjunction with finger use and up to frequent keyboarding, this handling or keyboarding may be repetitive up to frequently. Up to occasionally operating foot controls. The employee will seldom lift up to 20 lbs. Employee will seldom push/pull carts and wheeled equipment with light force.

WORK ENVIRONMENT

Job is primarily performed indoors in a typical office setting, and involves extensive close work including use of a PC monitor. Incumbent must be available for evening and early morning meetings, on an occasional basis, and able to serve on-call. Occasional to extensive travel within the service district is required.

Advancement Possibilities:

HR Manager

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR