CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 420.2

Job Title: **SENIOR LEARNING DESIGNER**

Pay Grade: 28

GENERAL SUMMARY:

Leads, designs and develops complex multi-module learning materials using recognized instructional design models for face-to-face, hybrid, and online delivery.

RESPONSIBILITIES:

- Leads the design, development, and delivery of complex, multi-module learning programs across departments, utilizing advanced graphic design skills to create engaging videos, graphics, animations, and interactive content.
- Conducts department-level learning needs assessments and recommends strategies to address knowledge gaps.
- Evaluates learning effectiveness through data analysis and feedback and recommends program improvements.
- Collaborates with subject matter experts, department leadership, and other stakeholders to implement learning solutions.
- Oversees project workflows to ensure learning solutions are delivered on time.
- Provides guidance and mentorship to Learning Designers.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree in Instructional Design, Learning and Development, Education or a field related to the duties being performed.

EXPERIENCE:
Six years of instructional design, learning development or professional human resources experience involving training in a formal classroom and/or the development of curriculum and lesson plans for adult learners are required.

Experience with Articulate 360, or a similar e-learning development software is required.

Pertinent training experience at the professional level may be substituted for the above educational requirement on a year-for-year basis.

SPECIFICATIONS: (continued)

COMPLEXITY:
Work is non-standardized, complex, and varied, and requires interpretation of technical and detailed guidelines, policies and procedures in combination. Advanced analytic ability is needed to gather and interpret data where answers can be found only after detailed analysis of many facts.

IMPACT OF ACTIONS:
Errors in work could lead to significant expense and inconvenience. The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives.

SUPERVISION EXERCISED:

Direct Supervision:
Involves coordination, general scheduling, review and mentoring of work as a "working supervisor" or lead person.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with Managers and Assistant Directors and occasionally with Deputy Directors. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required; e.g., problem-solving discussions regarding responsibilities, finance, or work flow or to facilitate service.

External Contacts:
Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:
The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY:
Trainer
Senior Trainer
Training Administrator OR Training Coordinator
Learning Designer
Senior Learning Designer

Revised: July 2026